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COMPUSERVE MAGAZINE

Ziff's Readers Meet the Press Online–p. 22

Trading on Narrow Margins–p. 28

Coping With AIDS Together–p. 38

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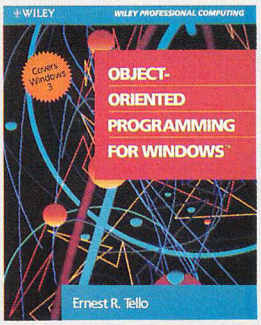

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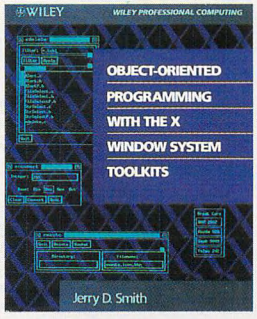

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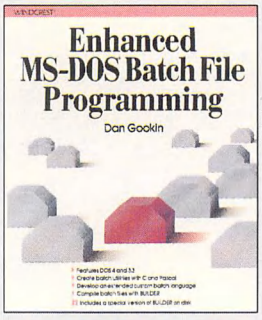

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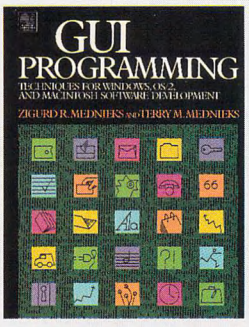

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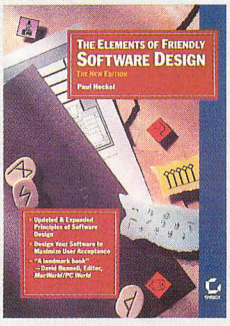

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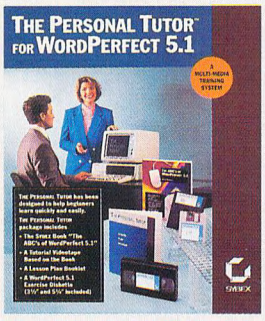

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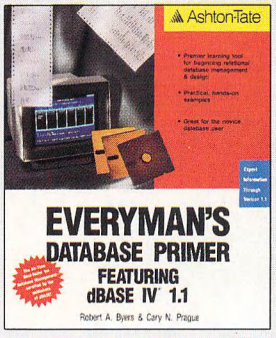

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CONTENTS

FEATURES

Feature Story

12 **Introducing 'Modemocracy'**
Hail to the "MicroPopulist" phenomenon: increasingly muffled in the din of modern existence, citizens are discovering the online medium to be a new channel for political debate and diversity of opinion, social advocacy and a unique electronic brand of activism. Bonus: Online grassroots efforts that hit paydirt; how and where to voice your view.

Computing Services

22 **The Z's Have It**
Here's a behind-the-scenes look at Ziff Communications' ZiffNet and Zmac, the interactive services that bring together the staffs of such computer publishing mainstays as *PC Magazine* and *MacWEEK* with their info-craving readers. Bonus: Ziff regulars with usage tips; special edition of CIM for Zmac users.

25 **DBMS' Big Picture:** Objective expertise on database management systems can be had in the Data Based Advisor Forum. Also: Favorite files.

Money Matters

28 **The Market's No Man's Land**
Akin to slot machines, horse races and lotteries, dealing in call and put options calls for a surgeon's touch and a gambler's instinct, and can put you on the road to financial ruin as quickly as it can make you rich. Bonus: Online resources.

Travel

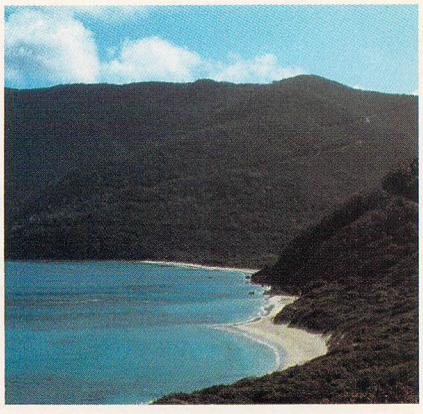
32 **Pure Caribbean**
If you think you have to accept scattered skyscrapers, teeming beaches and endless touristy trinket shops to find paradise, guess again. The unspoiled British Virgin Islands offer tropical coves, caves and reefs for exploring and simple, sunny solitude. Plus: Travel guide.

36 **Catching Fish on Film:** Scuba Forum members pool their ideas on capturing marine creatures and seascapes with a camera.

Personal Business

38 **'My God, I'm Going to Live'**
Coming to terms with the shock of HIV-positivity and learning to share life "with a time bomb" is an everyday occurrence among members of the Human Sexuality Forum's "Living With AIDS" Section, who trade experiences, the latest information and electronic hugs in the face of a debilitating and still-misunderstood disease. Also: Online sources of AIDS information.

Online activism—page 12



Solitude, sweet solitude—page 32

Too Hot to Print

▶ Catch computer industry news as it happens, read special reports, commentary and more product reviews. You'll find it only in *Online Today*, a daily updated newspaper.

Behind the Screens	OLT-130
CompuServe This Week	OLT-50
Online Today Guide	OLT-351
Product Reviews	OLT-200
Special Reports	OLT-200
Today's News	OLT-90

DEPARTMENTS

3	Dear Reader	43	Hardware and Software Reviews
4	Letters	46	Books
6	Monitor	47	Go Mall
10	Uploads: New and Classic Forum Files	60	Update: Last-minute News

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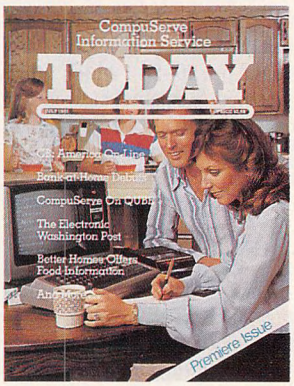
Dear Reader

With this issue, *CompuServe Magazine* observes its tenth anniversary of publication, an event few of our early '80s computer magazine contemporaries have survived to celebrate. In July 1981, the trial balloon issue of what was then called *CompuServe Information Service Today* was mailed to 15,000 CompuServe subscribers. The name was later truncated to the rather curious moniker *TODAY*, and the 50,000-circulation bimonthly magazine took off as a monthly in March 1983. In 1984 the magazine got a facelift and became *Online Today* as circulation topped 150,000. In January 1990, we assumed the current name, underwent another redesign/editorial adjustment, and now serve more than half a million readers worldwide.



The First One: 1981 premiere

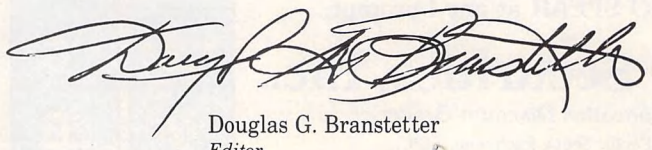
CompuServe Magazine has marked many firsts in the publishing world during its first decade. In September 1984 we launched an online companion, Online Today Daily Edition (GO OLT). OLT still publishes seven days a week— with as many as three updates a day—and is an outstanding source of computer and information industry news, computer product reviews, as well as "local updates" and extensions of news and reviews carried in *CompuServe Magazine*.

We were also the first (early 1983) to use an electronic reader service system, now called Online Inquiry (GO OLI), which enables readers to request information online directly from advertisers. *CM* was also a pioneer in use of SelecTronics®, a printing press bindery technology that permits us to channel copy to readers according to personal interests, information needs, machine type, etc. An example of this technology in action is the special editorial inserts most MS-DOS users found in their April issues, and Macintosh users got in May.

***CM*'s scary debut: '90s look**

Over the years the magazine's mission has varied along with its appearance. In 1991, our chief purpose is less tutorial (we have created a special "New Member" issue and other learning/resource tools for that), and more pathbreaker. We exist to help you uncover and establish relevancy among the bewildering thousands of infoservice choices. We try to "package" various segments of the Information Service in a way that makes sense and helps you to understand how information products and services can be applied in practical, everyday situations, and within the context of current issues, events and trends. Ergo, an "information age lifestyle" magazine that's ahead of the curve: When the economy sputtered, we showed you how financial services, select reference databases and certain forums could help you ride out the recession. When the "bright collar" crowd that comprises a majority of *CM* readership found itself hard hit in corporate "downsizing" earlier this year, we uncovered a variety of services and forums that were proven job-landers. In all cases, we illustrate by living example; we show how fellow CompuServers have done it and succeeded.

You can expect more of the same from *CM* as we launch into our second decade. In this issue we examine the phenomenon of "Modemocracy"—how CompuServe members are taking advantage of the medium as a tool of democratic expression, advocacy and social action (see "MicroPopulists Speak Up," page 12). In coming months we'll explore more areas of interest to our readers, such as the mobile office trend, home schooling and "power shopping." In each case, we'll demonstrate how the data network is pivotal, and, as usual, introduce CompuServers who are in the forefront.



Douglas G. Branstetter
Editor

Letters

Surcharge Information

I am very annoyed with one aspect of your *CompuServe Magazine*. You almost always avoid telling us when some heralded service has a surcharge. The May 1991 issue has a nice table of online databases ("For Your Reference: A Guide to Online Databases," pp. 20–21), which I'd love to save for reference. However, it is incomplete since it does not tell us about any applicable surcharges. Why don't you clean up your act and republish the otherwise excellent table?

Jim O'Donnell
Delran, N. J.

Editor's Note: Space limitations sometimes make it difficult to publish surcharge information in lengthy tables. We will try to be more vigilant about declaring surcharges in the future.

About Amiga

I was very pleased to see Michael Naver's article on the Amiga Forums ("Amiga's New Layout," May 1991, p. 27). Like Todd Evans, I would like to see more listings for my Amiga and articles about Amiga-related topics. Even in the May issue, David Peyton's "Current Hits" and "Oldies but Goodies" covers only Apple, Atari and IBM forums. One might think that the Amiga Forums do not exist. The Amiga format is unique. Articles on IBM and Macs only touch those users. We 2.2 million Amiga owners may feel left out, maybe even "put down" as "toy computer owners." Now that others are finding out that the Amiga is a very powerful, multitasking, multimedia computer, I'm asking for a bit of respect and adequate coverage for Amigas along with the other two computer giants.

Jim L. Blastic
Mellen, Wis.

Thinking and Driving

In the interesting article "Taking It on the Road" (April 1991, p. 36), I missed a few words about possible dangers of driving and operating the telephone at the same time. Here in Norway, the authorities and Automobile Owners' Associations are warning against operating the telephone while driving, as the driver's attention may be drawn to other subjects, which may result in accidents.

Kjell Martinsen
Vadso, Norway

Response to Letter

Jim Clements' letter ("Pirating Issues," May 1991, p. 4) illustrates the extremes that piracy/copyright arguments can reach when he reproaches—as a purveyor of pirated material—somebody who offered to send him photocopies of newspaper and magazine clippings.

It might be wrong to republish or to sell the creative work of others at a profit, but neither was being proposed. Now Clements could have come by the information and still satisfied his rigid scruples if he asked his colleague to take the time to write down all the newspaper and magazine references and send them to him. Then Clements would find a library that holds all these serials and spend the time necessary to search for the articles and take notes—not, photocopy. (This assumes we don't close libraries because they allow many people to read the same book.) Or he could write to each publisher and work out an agreement to have them send copies of articles from back issues, for which Clements would pay royalties. Well, really!

Two points. First, we're an information society, but information without communication is meaningless, so we must examine and adjust practices that impede the flow of information. Second, copyrights should protect the *authors* of creative works. Except in rare cases, they do not! They only protect those who make money from the creative work of others. In short, much of the copyright argument is simple hypocrisy.

Eric Fenster
Detroit, Mich.

Send a Letter

Send your letter to the editor by CompuServe Mail to 76004,3302. A $25 connect credit is given to the writer of each letter published. *Sorry, we cannot acknowledge letters or answer questions through this service.* Please use CompuServe's Feedback system (GO FEEDBACK) for questions, problems, address changes, etc. A representative from Customer Service will be glad to help you.

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MONITOR

International Update

CompuServers in the United Kingdom now have a shareware forum to exchange information, download upgrades to the most popular UK and European shareware programs and read the latest shareware reviews. In the new UKshare Forum, users also get direct technical support from Shareware Publishing, the UK's leading shareware publisher, which distributes such popular programs as ProComm+, As-Easy-As, Draft Choice, 4DOS and TreeView. Members also can interact with authors of these programs. GO UKSHARE.

A new CompuServe marketing and customer support office is now open in Munich, Germany. The new German office teams up with the Bristol, England center to expand European marketing and customer support services. The expansion follows a significant drop in European communications surcharges:

- London, England—approximately 18p per hour non-prime (7 p.m. to 8 a.m.) and £4 per hour prime.
- UK outside London—PSS Dialplus, approximately £2.25 non-prime, £4 prime.
- Germany—Datex-P at $14.50 per hour.
- Switzerland—Telepac at $9.50 per hour.
- Throughout Europe—Infonet at $20.50 per hour.

All above listed charges are in addition to the standard $12.50 per hour CompuServe connect charge for 1200/2400 baud, and exclude long-distance or other PTT charges.

For more information on service from Europe, call 0130 37 32 toll-free in Germany and 1 55 31 79 toll-free in Switzerland. Members outside Germany and Switzerland may call 49 89 66 550 111. Call 0800 289 378 toll-free in the UK and (44) 272 255111 outside the UK.

You Supply the 'Oooos' and 'Ahhhs'

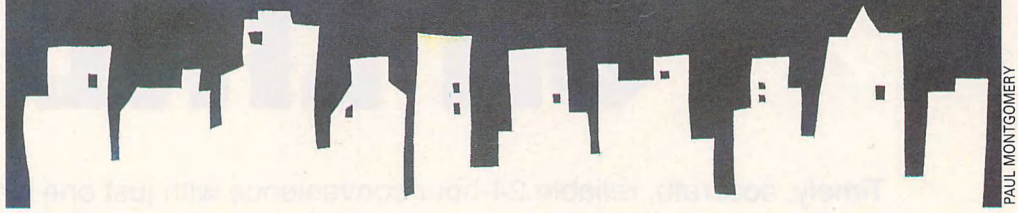
What's almost as much fun as Fourth of July fireworks, a lot safer and guaranteed not to get you into hot water with the authorities? Computer fireworks!

For the biggest bang for your downloading bucks, head to the Graphics Support Forum's (GO GRAPHSUPPORT) Library 14, "Misc. Utils & Code," file EXP203.ZIP. This 60K package, written to run on IBM and compatibles, permits you to specify the number of simultaneous explosions, delay factors, "gravity," "wind" parameters and "trails." If you don't like the 12 firework types supplied, a utility is included to create your own.

How spectacular is the display? "It's enough to make you late for the Independence Day barbecue," suggests the author.

Meanwhile, Library 5, "Fun Graphics," in the IBM New Users Forum (GO IBMNEW) has two such programs—BOOM22.ARC, an interesting color graphics demonstration, and FIREWR.ZIP, a pyrotechnic simulation for EGA systems.

For a cityscape overview, try FIREWO.SIT from Library 11, "Illustrations," of the Macintosh Applications Forum (GO MACAP). Wrap things up with HANDEL.ZOO. This rousing finale from Amiga Arts (GO AMIGAARTS) Library 5, "DMCS/SONIX Scores," includes LaRejouissance, from Handel's Royal Fireworks.



PAUL MONTGOMERY

MEMBER ESSAY

Should We Stay or Should We Go Now?

My family and I are contemplating a move from California to Southern Washington. The dynamics of such a move are staggering. Where are the good areas to settle? Can good affordable housing be found? A trip to Washington was expensive, and limited to the short time that we had available to explore. To make the task easier I decided to ask fellow CompuServe members for help. I posted a message in the Real Estate Section of the Investors' Forum. I was delighted with the responses. I was advised on where to look for good deals in housing, schools and much more. Thanks to CompuServe and my fellow members, I have saved time and money!

Robert Richter
User ID 76114,1450
Castro Valley, Calif.

Special 'Member Essay' Contest

The December *CompuServe Magazine* cover story will feature a super-sized version of Member Essay. Now is the time to make your entry. Tell us in 200–400 words how the CompuServe Information Service has saved the day or changed your life in some way. If your entry is chosen for the December cover feature, you'll win $100 in connect-time credit, plus publication of your essay, photo and brief bio.

Submit essays via CompuServe Mail to User ID 76004,3302 no later than August 19, 1991. The first 50 entrants (employees or contractors of CompuServe not eligible) will receive a gift. Enter as often as you like, but only one winning essay per person can be selected. Essays submitted on or after Jan. 1, 1991 are automatically included in the competition. For more details and contest rules, GO OLT-800.

CD News & Reviews

With compact disc manufacturers expanding their production during the past few years, more and more titles, old and new, are available.

If you're a CD collector, you have two excellent resources on CompuServe that can help increase your listening pleasure. Both the Consumer Electronics (GO CEFORUM) and RockNet (GO ROCKNET) forums offer extensive coverage of CDs.

In the CE Forum, the Audio Software Message Section and Library are the places to go for news of current releases, reissues, "best of" lists and other CD information.

In RockNet, the CD Hotline Message Section and the Compact Discs Library will keep you up-to-date, although other sections, such as Rock Music, Old Wave, New Music and Heavy Metal, also contain information on CDs.

Featured in both forums are reviews written by Steven Schechter, who manages the CE Forum's Audio Software Section. Schechter's informed commentaries rate the artist's performance as well as the audio quality of the disc, cover a wide range of music and pull no punches. His CD Review No. 16 (file REVIEW.016, 25,330 bytes), for example, rates 41 discs that include rock, New Age, rap, folk, country and blues.

THOS. HOGAN

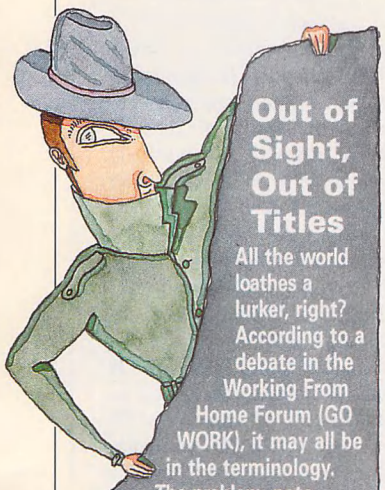
Why Those Sophomores Aren't Wired

When it comes to getting high school students online, there's bad news and good news. The latest figures from the Oregon Teachers Association show that only 12 percent of American schools are online. However, those that are telecommunicating enjoy it and are taking advantage of its many opportunities.

According to Len Scrogan, co-author of the first high school textbook on telecommunications (*Telecommunications: Concepts and Applications,* 1991, Southwestern Publishing), the main reason teachers and students aren't online is simple: Lack of telephone access. Add to that the high cost of installing new phone lines, and many schools will never get online, even if they have the necessary computer hardware.

Scrogan, director of instructional technology for the public school system in Beaverton, Ore., says the best way to get teachers online is to provide training, connect online work with the curriculum and offer educators time to explore electronic resources.

To learn more about telecommunications for educators, consult the Education Forum (GO EDFORUM).



Out of Sight, Out of Titles

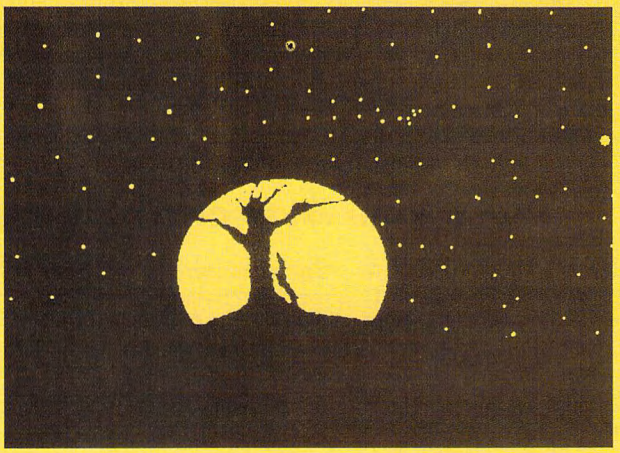
All the world loathes a lurker, right? According to a debate in the Working From Home Forum (GO WORK), it may all be in the terminology. The problem, note Sysops Paul and Sarah Edwards, is that "lurker" suggests a sleazy voyeur or "a burglar waiting to see who's going to Europe and leaving the family jewels." When a forum member ran "lurk" through the WordPerfect thesaurus, it came up with such unsavory synonyms as "prowl," "skulk," "slink," "sneak" and "steal."

What about using the term to describe a benign bystander who's genuinely interested in what's being said on a forum, but for whatever reasons, doesn't choose to leave a message? Some participants declared that the term "lurker" is too ingrained in the online vocabulary to change. One member thus suggested "Smartlurker," which was promptly shortened to "Smurker," and showed signs of sticking – until another member pointed out that it sounds like a line of jams and jellies. Other non-judgmental epithets suggested by members included "interested observer," "electronic eavesdropper," "video viewer," "monitor monitor," "electronic wallflower," "silent information gatherer," "eyewitness," "beholder," "lite byter," and "shadow" (as in "The Shadow knows ..."). Lurker, it seems, makes a lousy label. But the bottom line is that few people really object to their, uh, interested observations.

PAUL FISCH

Nothin' But a Graphic Hound Dog

Gift suggestion for the good ol' boy (or girl) who has everything: download the shareware file W3DOG.ZIP from Library 6, "Hunting," in the Great Outdoors Forum (GO OUTDOORS). When selected as wallpaper within Windows 3.0, on boot-up it flashes a graphic of a hound treeing a raccoon, silhouetted against the rising moon. Yeeeeeeee-ha!

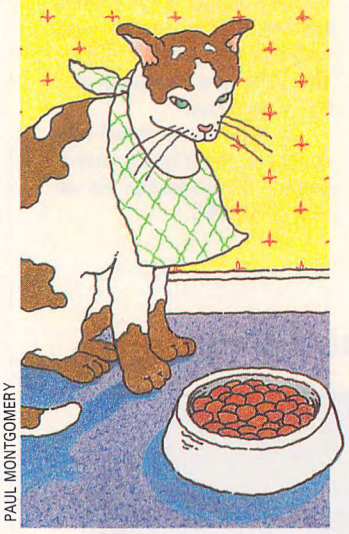


Kitty Cuisine

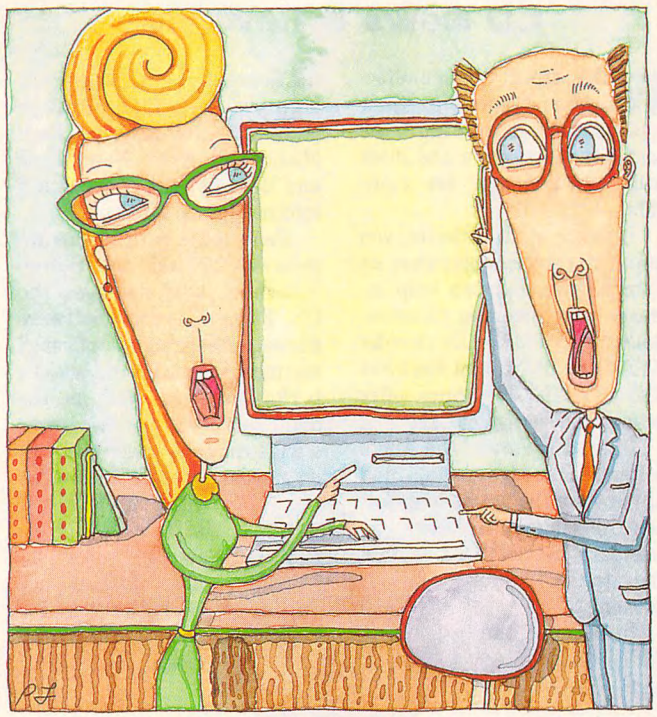
Those of you who are owned by cats know how it is: the anguish of deciding whether to serve wet, dry or semi-moist; the agony of rejection when Felix and Snookums turn up their whiskers and stomp away from the food dish in a snit. For all you orally fixated friends of felines, Library 4, "Cat's Meow," in the Pets Forum (GO PETS) is a kittycat culinary cornucopia.

File FOOD.THD includes tips from forum members about the best commercial cat food brands. FOOD.TXT is a detailed primer on how to make your own cat food (including several sneaky strategies on how to con the cat into trying the new food). If your cat isn't impressed, the file PATE supplies an alternate recipe.

VEGET.CAT gives resources to those who want their pets to eat vegetarian; KIDNEY.THD provides advice for cats whose diets are restricted because of kidney problems. All files can be retrieved by searching with the key word FOOD. *Bon Appétit,* Liver Breath!



PAUL MONTGOMERY



PAUL FISCH

Converting CompuPhobs

Explaining CompuServe to someone who has never logged on is a challenge. Where to begin? Public Relations and Marketing Forum (GO PRSIG) members recently debated this question, the highlights of which may be read in the Library 4, "Savtim," file SHWCIS.STR.

The general consensus among discussion participants is to focus on the personal benefits membership provides rather than concentrating on those related to business.

Says forum member Anthony Waraska: "I tell folks how the Sailing Forum assisted me in finding the best location on New York's Long Island to keep my boat, the Aviation Forum on the local Blue Angels schedule, the Travel Forum with ideas on where to stay on a trip to Nova Scotia and the Toshiba Forum on installing bigger batteries in my Model 1000."

Kathy McClelland suggests videotaping an online session, accompanied with handouts presenting various screens of forum messages. She also likes setting up a research problem and then showing how online information quickly solved it. "Above all," she concludes, "keep it simple. Don't scare folks off with too much computer-ese."

Once you get your friends and associates interested in CompuServe, be sure to enroll them via the Membership Recommendation Program (GO FRIEND), rewarding yourself, in the process, with free online time.

Auto Access' Newcomer

July marks the first anniversary of the release of CISOP. This series of public-domain communication scripts has enabled thousands of Crosstalk Mk.4 users to automatically access up to 60 selected areas of CompuServe.

While its user base is still small compared to TAPCIS (found in its own forum, GO TAPCIS) or ATO (obtained from the IBM Communications Forum, GO IBMCOM), CISOP is quickly gaining recognition as an automated alternative for owners of IBM PCs and compatibles. Creator Dean Ammons cites two reasons: user recommendations and the introduction of Crosstalk Communicator, discounted to as little as $55 by many retailers.

"I believe CISOP is the best program for navigating all areas of CompuServe," says Ammons. "Not only can you post and retrieve forum messages along with the wide array of CompuServe Mail services, including fax, postal delivery and Internet, but also you can efficiently search the news resources that make up the Executive News Service (GO ENS)."

CISOP also can search and capture file descriptions based on single or multiple search criteria. Review the results offline and mark those files of interest for downloading during your next online session.

To get more information on the three files—CISOP.ZIP, CISDOC.ZIP and CISHLP.ZIP—that make up the package, read CISOP.TXT in Library 6, "Crosstalk Mk.4," in the Crosstalk Forum (GO XTALK). Ammons actively supports the program in the adjoining Message Section 6, "CISOP."

Place Your Bets on Thinking Machines

It may not be as exciting as the horse races, but if you're placing bets on the world speed record in supercomputing, go with the underdog.

Thinking Machines Corp. of Cambridge, Mass., recently took on the big guys at Fujitsu, NEC and Cray, pitting its Machine-2 supercomputer against the better known brand names. Thinking Machines' supercomputer outdid them all, breaking the world supercomputer speed record at 5,200-Mflops. That means that the machine processed 333 billion problems in one second in voluntary tests.

You may not notice the difference in speed, but if you were to take on some linear equation solving, it could mean the difference between doing a problem in two days instead of four days.

Crank it up!

Contributors

Mike Pietruk,
Cathryn Conroy,
Gary Plummer,
Lindsy Van Gelder

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"[GeoWorks] has produced a GUI capable of making the PC a more friendly and powerful creature to the millions of people Windows and OS/2 have left behind..."
First Looks, PC Magazine, February 12, 1991

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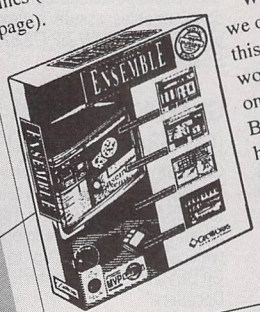

"[PC/GEOS] thrives in a 640K 286, and even performs respectably on an 8088. On a run-of-the-mill 386, [PC/GEOS] performs crisply in a way that Windows only dreams of..."
Bill Machrone, Editor-in-Chief, PC Magazine, November 13, 1990

PC Computing MVP — Most Valuable Product 1990

BYTE WEEK — Best of COMDEX — Best Software Award — FALL 1990

PC WORLD — Product of the Year 1990

1990 — FINALIST — PC Magazine Award for Technical Excellence — PC Magazine — Technical Excellence

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GO OLI for more information.

Current Hits

by David Peyton

The libraries in CompuServe's forums are filled with thousands of files. The following are a few of the files uploaded in recent months. For a more up-to-date list, check the weekly "Uploads" columns in *Online Today* (GO OLT-3700).

APPLE II USERS FORUM
(GO APPUSER)

Super Info II—An NDA that allows you to access a variety of information on the status of your Apple IIgs, including memory (free/used, usage and handles), volumes online, toolsets, status, file info, prefixes, system info and error codes. You also can add text files with your own information to Super Info. File SUPER.BXY (76,032 bytes) in Library 6, "IIgs DAs/INITs."

AUTODESK FORUM
(GO AUTODESK)

Command: 50+—An ADS program that adds more than 50 extra commands to AutoCAD. Commands include delayer, chgtext, setlayer, setcolor, freeze layer, swap and copy viewports, disassembly slide libraries, explode plines; meshes; blocks, NUKE, smallest zoom, spiral, star, more than 18 AutoLISP trig functions, three selection-set functions and more. Trial version; full version and manual set sent upon registration. File COMM50.ZIP (44,113 bytes) in Library 8, "Application Software."

AQUATIC DATA CENTER
(GO AQUADATA)

FishNet Personal Edition—Software developed by FishNet for the Macintosh with HyperCard 2.0. Features include aquarium calculator, aquarium/tank log book, article library, word dictionary, fish disease primer, reference tables and charts, problem report and treatment guise, and directory of manufacturers. File FPEMAC.SEA (263,040 bytes) in Library 12, "FPE Library."

ASTRONOMY FORUM
(GO ASTROFORUM)

Weather Image—A colorized Soviet weather satellite GIF image received Feb. 9, 1991. Includes a sharp view of Lake Superior with Isle Royale National Park in the middle. From Ron Chapman. File LKSUPE.GIF (46,453 bytes) in Library 10, "Graphics."

ATARI ST ARTS FORUM
(GO ATARIARTS)

Bible Search—One of the Agape Games series, originally written for the 8-bit and converted to the ST. It generates word-search puzzles that hide terms, words, names, places and phrases from the Bible. File contains the main program, a puzzle-generator program and nearly 20 files of words. File STBWRD.ARC (56,316 bytes) in Library 2, "Games."

COMMODORE ART/GAMES FORUM
(GO CBMART)

Lost on an Island—A text adventure for the Commodore 128 and the 80-column screen. Wounded and alone, you are stranded on a remote island, with your wits your only hope for survival. File STRAND.BIN (27,520 bytes) in Library 9, "Arcade/Action Games."

DBASE FORUM
(GO DBASE)

Batch File Compiler—Allows you to create compiled batch files that can be called from dBase. Uses a PowerBatch command set with all the functionality of standard batch files plus more than 40 additional commands. Control screen colors, draw boxes, get keyboard input, access system information and environment variables. Shareware. File PWRBAT.EXE (140,969 bytes) in Library 9, "3rd Party Utils."

GAMERS' FORUM
(GO GAMERS)

Shoot 'Em Up—A two-player, high-resolution artillery combat game for MS-DOS systems, playable with a mouse. EGA/VGA/MCGA graphics required. A configuration file saves your settings from one game to the next. Scoreboard saves and updates each player's scores. Random variables assure a unique setup every time you play. File BOMBAW.ZIP (73,523 bytes) in Library 3, "War/Strategy Games."

GRAPHICS SUPPORT FORUM
(GO GRAPHSUPPORT)

GIFDESK—A program to view many GIFs on the screen at one time. Includes full GIF89a support; new drivers for VESA, Tecmar, Ahead, T8900 and Genoa; printing to LaserJet; command file support. Requires VGA or SVGA with 512K. Displays up to 80 GIFs per screen. File GIFDES.ZIP (42,124 bytes) in Library 3, "Encoders & Decoders."

GREAT OUTDOORS FORUM
(GO OUTDOORS)

ProLog—A cycling log and diary for MS-DOS systems. Tracks almost every aspect of sports cycling, including heart rate. Works for multiple cyclists. Displays graphs on CGA, EGA, VGA and Hercules displays. Prints graphs on Epson or HP laser printers. Self-expanding archived file. Shareware. For the latest version, BROwse for file PL*.EXE (355,036 bytes) in Library 7, "Cycling."

HAMNET FORUM
(GO HAMNET)

PCCLOCK—Shows date and time in any of 80 built-in designs and up to 20 you create yourself. This program sets the computer's clock by calling NIST (NBS) atomic clock time. Also includes manual setting, seconds display, 12- and 24-hour mode, Big Ben chime and alarm. CGA, EGA, VGA or MCGA; color only. Shareware. For the latest version, BROwse for PCK*.ZIP (approximately 72,000 bytes) in Library 6, "Software & Pictures."

HUMAN SEXUALITY OPEN FORUM
(GO HSX 100)

Dating Advice—A sampling of expert answers from the Human Sexuality Information and Advisory Service about dating. File DATING.HSX (16,000 bytes) in Library 5, "Singles Club."

IBM APPLICATIONS FORUM
(GO IBMAPP)

Torment—An educational game with questions covering history, geography, general knowledge, computers and math. Shareware, CGA or better required. File TORMNT.ARC (96,384 bytes) in Library 11, "Education [A]."

MACINTOSH ENTERTAINMENT FORUM
(GO MACFUN)

Dropper—A *Tetris*-like arcade game for the Macintosh with black-and-white and 256-color support and a variety of features. Shareware. For the latest version, BROwse for file DROP*.SIT (approximately 68,000 bytes) in Library 2, "Arcade/Action Games."

TAPCIS FORUM
(GO TAPCIS)

TAPCIS Calendar Program—Automates selection of TAPCIS Forum based on the day of the week or the number of days since the forum was last visited. This version allows gateways with forum names and supports multiple PARAMS files. Freeware from Hexagon Products. For the latest version, BROwse for TCAL*.EXE (approximately 15,500 bytes) in Library 2, "Scripts and Tools."

WINDOWS NEW USERS FORUM
(GO WINNEW)

End Disk Corruption—WINCHECK prevents disk corruption during use of CHKDSK while Windows is running. Documentation, installation program, icon and executable program included. File WINCHE.ZIP (20,171 bytes) in Library 3, "Running DOS Apps."

WORDPERFECT A FORUM
(GO WPSGA)

WordPerfect Macros—Stand-alone DOS program that automatically generates word/phrase expansion ("glossary") macros for WordPerfect 5.1. No macro editing required. Just create a word list, save it as a text-only file, then run the GLOSMAKR program. Short documentation included. File GLOSS.ZIP (37,316 bytes) in Library 1, "WordPerfect 5.1."

David Peyton co-authored How to Get the Most Out of CompuServe, *now in its fourth edition. His CompuServe User ID number is 76703,244.*

ILLUSTRATIONS BY ANDREA EBERBACH

Oldies but Goodies

by David Peyton

Following is a list of files uploaded to CompuServe forums more than a year ago that have won the right to be called "oldies but goodies," either by the recommendation of forum managers or by the number of downloads each file has received.

ADOBE FORUM
(GO ADOBE)

Code Sender—SendPS version 2.0, a program used to send PostScript code to a PostScript output device. File SENDPS.BIN (52,224 bytes) in Library 3, "Utilities."

AMIGA TECH FORUM
(GO AMIGATECH)

Fast Track—A program to move the Amiga system stack from the chip RAM to fast RAM. Yields a noticeable speed-up in workbench, cli and programs, especially on Amigas with accelerators. Place it as the first program called in your startup sequence (before setpatch), using Run >NRL:Move SSP. File MOVSSP.LZH (6,060 bytes) in Library 11, "System Utils."

ASTRONOMY FORUM
(GO ASTROFORUM)

Piece of the Sky—Version 5 of Starry Nights by Rob Crockett. Uses Hercules, CGA, EGA or VGA to display stars, constellations, planets, the moon and Messier objects. A Microsoft-compatible mouse or cursor keys can be used to draw lines, write text on screen, and identify a star or planet. Screen display can be printed on an Epson printer. Freeware. File STARRY.ARC (172,175 bytes) in Library 7, "Astrocomputing."

ATARI PRODUCTIVITY FORUM
(GO ATARIPRO)

Atari Terminal Program—Version 3.8 of Vanterm, a ter-minal program for the Atari that has support for XMODEM, YMODEM, CompuServe B and shadow background support. Shareware. File VTRM38.ARC (153,600 bytes) in Library 2, "Telecommunications."

AUTODESK FORUM
(GO AUTODESK)

TIGER Map—A file that contains a sample US Census Bureau TIGER map in AutoCAD drawing file format. The TIGER files are the Census Bureau's official digital maps made for the 1990 census. This file includes a sample map as well as information that describes the TIGER database and tells where to get TIGER maps in AutoCAD format. File TIGERM.ZIP (130,358 bytes) in Library 1, "AutoCAD."

COMPUTER ART FORUM
(GO COMART)

Batman Painting—A computer painting of Batman by artist Dirk Jones. Depicts Batman warily gazing down on a darkened Gotham City with the Bat sign projected on the background clouds. Painted on the Amiga. A GIF viewer is required. File BATMN2.GIF (53,104 bytes) in Library 4, "Hall of Fame."

DESKTOP PUBLISHING FORUM
(GO DTPFORUM)

Command Key Equivalents—A desk accessory for the Mac that displays a complete listing of QuarkXpress command key equivalents so you can easily look up the key for such things as kerning, tracking, etc., without referring to the manual. Freeware. File XPSKEY.SIT (15,744 bytes) in Library 5, "Mac DTP Utilities."

EDUCATION FORUM
(GO EDFORUM)

Writing Analyzer—READUTIL, a program for MS-DOS systems to help analyze written text. Program developed at The Open Polytechnic of New Zealand. Shareware. File READUT.EXE(111,645 bytes) in Library 2, "Shareware & PD SW."

GRAPHICS CORNER FORUM
(GO CORNER)

Frog in Mid-splash—An image of a frog splashing into a water landing. This pictorial shows both the underwater and aerial results. From a photo by Steve Dalton with special processing by Andy Fu, this high-resolution graphic is a much smaller file than average. A GIF viewer capable of 640 by 480 by 256 colors is required. File SPLASH.GIF (110,297 bytes) in Library 4, "Hall of Fame."

GRAPHICS SUPPORT FORUM
(GO GRAPHSUPPORT)

Graphics Display—Magic Brush/Magic Show version 1.50. Drawing/painting and slide show allows simple animation. For medium resolution CGA. Use cursor keys and mouse or joystick. Status screen overlay for accurate cut and paste. Includes Help screen. SNAPSHOT screen-capture utility and tutorial included. Shareware. File MB150.ARC (142,914 bytes) in Library 5, "Paint Programs."

IBM APPLICATIONS FORUM
(GO IBMAPP)

Project Manger—A program by Software Science Inc. that manages complete projects, project steps, budgets and more. Prints reports, projects, etc. On-screen view. Shareware. File PROJEC.ZIP (188,880 bytes) in Library 6, "Business Apps [A]."

IBM COMMUNICATIONS FORUM
(GO IBMCOM)

Remote Control—ELSEWARE, a program that allows you to access a PC via a modem and use it as if you were there. Program has small memory footprint. File transfer, auto-transfer and modem sharing options available. File ELSEWA.ZIP (52,992 bytes) in Library 3, "Comm Programs [C]."

IBM HARDWARE FORUM
(GO IBMHW)

Page Ejector—A small TSR that allows you to eject the last page from a laser printer from within an application. Alt-PrtScr is the hot key. File FFEED.COM (248 bytes) in Library 2, "Printer Utils [H]."

IBM NEW USERS FORUM
(GO IBMNEW)

Laughing Computer—A digitized version of an actual laugh box (about 40 seconds). File LAUGH.ZIP (27,904 bytes) in Library 6, "Gen Fun & Games [N]."

MACINTOSH APPLICATIONS FORUM
(GO MACAP)

Computer Atlas—Program tells you, with the click of the mouse on a US map, the distance between any two cities via interstate or US highway. File ROADAT.SIT (28,544 bytes) in Library 3, "Databases."

MACINTOSH ENTERTAINMENT FORUM
(GO MACFUN)

Nuke Snake—A one- or two-player arcade game. It's a cross between a "snake" and a "tank" game. Runs on any Mac with System 6.0 or greater. Shareware. File NSNAKE.SIT (143,488 bytes) in Library 2, "Arcade/Action Games."

MACINTOSH NEW USERS/HELP FORUM
(GO MACNEW)

INIT Tracker—An INIT that keeps track of what other INITs are doing. Written by Andrew Welch, it keeps track of all patches made by all INITs including startup, shut-down, VBL tasks, etc. Documentation included. File TRACKE.SIT (44,800 bytes) in Library 7, "System Tools."

Tips for Finding Files

In an environment as dynamic as the Information Service, some changes in file locations and names are unavoidable. To keep informed of changes in files mentioned in Uploads or anywhere in the magazine, GO OLT-600.

To find files with names that contain numbers indicating a version (i.e., WHAP19.ZOO), search using * in place of the version number (WHAP*.ZOO). Watch forum news flashes for file updates, or if all else fails, post a message to the forum sysop.

by Christopher J. Galvin

MicroPopulists Speak Up

The online medium is becoming an alternate channel for political dialogue and ensuing social action.

Given the current political climate, national mood and a runaway agenda of urgent social problems in the United States, it's little wonder that Americans' interest in the democratic process is on the wane. The idea that we're entitled to put in our two cents' worth seems quaint in a world of trillion-dollar deficits, where the real value of a pair of pennies adjusted for inflation is ... well, you get the meaning.

FEATURE

CM's Cover Story:
The New Electronic Advocacy

▼
Byting the Tax Man, page 16
▼
Express Yourself, page 19

The concept of community in this society is being soundly thrashed by mass culture, mobility and other factors, and as a result, voices that are increasingly likely to be drowned out are opting to remain silent. Even the 1990 midterm elections, predicted to be a rooting-out of long-standing congressional incumbents, turned into a malaise of mixed messages: Citizens expressed their displeasure with sound-bite democracy, negative campaigning and issueless politics-as-usual by *not* voting in droves.

Yet "getting involved" is not dead; people *are* seeking participation in things of some consequence, but now at a level where they might hope to see some demonstrable results. It's being seen in Vermont, where although democratic institutions like the town meeting are well-preserved, a senator has proposed breaking up the state into shires, a small governmental unit directly accountable to its constituents. It's being seen in the resurgence of "salons," small groups of people who gather regularly to simply discuss whatever is on their minds, a kind of "conversational playground" in the vein of the famed 1920's Algonquin Round Table in New York.

And it's being seen online on CompuServe, with a blending of traditional values and new technology. In this time of decreased political participation and not entirely undeserved public apathy for the political process, CompuServers are finding the online world to be an alternative source of issue-oriented debate and a resource for social advocacy and activism. A small, swirling undercurrent of democratic expression, the "MicroPopulist" phenomenon, is taking hold of the medium's power to traverse distance and time and to organize, and is slowly beginning to surface.

Starr Roxanne Hiltz, a professor of computer and information science at the New Jersey Institute of Technology, saw it all coming in 1978 when she co-wrote the classic telecommunications tome *The Network Nation* with Murray Turoff, creator of the first computer conferencing system. The book predicted eventual social uses of online conferencing with marked accuracy, including participatory democracy and lobbying, though Hiltz regrets not titling it, appropriately, *The Wired World*.

"With the tremendous diversity in our society and the increasingly international emphases, it's hard to physically find people near you to get together within a salon. The kinds of people who share your concerns may be scattered all over the world. The only way to pull this community of people together is through a computer network," says Hiltz. "Social advocacy will still have to take some offline forms, but I think many of the demonstrations that are in multiple locations will increasingly be planned [online]. It's the most convenient way to network a social movement."

Ongoing debate of society's pressing issues online is not surprising and a result of the difficulty in finding groups with any intellectual or experiential diversity, explains CompuServe member Lisa Carlson. Carlson is editor of the newsletter of the Electronic Networking Association, an Arlington, Va.-based organization that promotes the use of electronic networking.

"When we go to work, we tend to be working with people in the same field and usually in the same age group," says Carlson. "Online we're able to interact with people who are not only geographically distributed, which is the obvious sex appeal, but also in other fields at different stages of their lives and who have different backgrounds. Lately with a lot of things on the political agenda that are of great concern to people, there's an opportunity to have more of a cross-section of opinion than you would at a neighborhood barbecue, where there's a certain sameness

LES KANTUREK

Arguments of Laboratory Mice and Man

Should animals have the same legal rights as people?

Animal rights advocates think so. They believe animals should have freedom from hunger, fear and from being hunted, and should never be used as research tools. Most animal rights advocates are vegetarians, and many eat no dairy products or eggs to protest the way animals are raised to produce these foods. Some believe animals should not be kept as pets, since this is an unnatural state.

Perhaps no other issue besides abortion has caused such a furor of debate, civil disobedience and illegal actions. The topic has also hit the online world as proponents use their computers and modems to convince others to join their ranks.

"This is a good medium for such debate because people can be anonymous. It's a safe environment, leaving them with a freer attitude," explains Linda Arends, forum manager of the Pets Forum and a graduate student in veterinary preventive medicine at The Ohio State University.

Forum discussions take place in Section 14, "Animal Rights" and include debate over neutering and spaying, animal use in medical and cosmetics research, hunting, fur trapping, alternatives to dissection, and vegetarian lifestyles. Information files are in Library 14, "Animal Rights."

Arends thinks few people change their opinions because of online debate. "When it comes to animal rights, most opinions are based on feelings, not facts. Feelings are not easily changed with facts."

Animal rights is a grassroots movement. Advocates work most effectively on an individual level, and the online medium offers an effective way to reach the individual.

"You can question sources and reasoning as well as offer counter-arguments," explains Chip Roberson, a North Carolina software engineer. "People examine and refine their beliefs."

Says D.J. Curtiss, a writer in Illinois, "We meet people online with whom we might otherwise never have contact, and therefore we broaden our outlook and our understanding."

Although animal rights proponents say they are occasionally "ambushed" by those with opposing views, most discussion is reasonable and enriching. "The forum would be deadly dull if everyone thought the same thing," says Arends. "One-sided discussions are not enlightening or educational."

GREG SAILOR

Referees animal rights debates: Arends

Roberson cites cases when online information has prompted people to action. For instance, when the South African government permitted Koreans to harvest seals for fur off the South African coast, animal rights advocates posted messages on CompuServe and Internet protesting the action. Some used CompuServe Mail's fax capabilities to send letters of outrage to the South African Embassy. "The South African government responded by putting the action on hold pending further review. While I'm sure we were only a small part of the whole effort, it was encouraging to see people respond so effectively," says Roberson.

In another case, roosters had been confiscated from a New Jersey cock-fighting ring. Local authorities wanted to kill the animals, while others wanted to place the roosters up for adoption. Using the Animal Rights Electronic Network (AREN), founded by Roberson in April 1989 to facilitate the exchange of information, the animal rights advocates sued for guardianship of the roosters, discovering online a legal precedent that helped them win the court case. "The roosters were adopted and are enjoying life outside the cock-fighting ring," he says.

AREN links animal advocates worldwide. Ideas are shared and efforts strengthened through cooperation, rather than weakened through duplication. Discussion on animal rights issues, exchange of private electronic mail, posting of news items and real-time conferences are featured.

"We believe we can bring the animal rights community together into a stronger, more viable force capable of succeeding in the information age," says Roberson.

Information on how to join AREN is in the file AREN2.NFO in Library 14, "Animal Rights," of the Pets Forum (GO PETS). Animal rights conferences take place in the forum on the fourth Wednesday of each month at 10 p.m. ET.

—Cathryn Conroy

to the discussion. That's a rich opportunity."

The use of the medium to organize political or social action was more of an accident than anything else, Carlson says. The natural human need for community, formerly present in the suburban let's-get-the-traffic-light-fixed mentality but bogged down by frustration and cynicism, has merely found another outlet.

"I think what people discovered almost as an unintended by-product of these systems, which originally seemed to be there with the idea that people would access information, was that they found others doing the same thing—getting information," says Carlson. "The next thing they knew, it was more about people than information."

People began to discover that having conversations with others led to the discovery of common concerns, says Carlson. "The technology permits you to organize that efficiently, because you can attract people to an idea simply by posting it—you don't have to already know who's interested in it. That's an exciting feeling, because it overcomes that isolation and lack of connectedness that people feel."

Nancy Stefanik is a computer networking specialist with the Washington, D.C.-based Advocacy Institute, which has used its own SCARCNet and GlobalLINK to further the tobacco control cause, and to study how communications technology and "interactivism" can encourage citizen action and overcome barriers public interest groups inevitably run into. The medium prevents activists from feeling "out of the loop" and isolated from the larger activist community, speeds decision making, promotes the development of ad hoc coalitions and avoids individual domination of the agenda by an egocentric personality, allowing non-traditional leaders to emerge and contribute, says Stefanik. "When a movement speaks with a unified voice, it adds a credibility that hasn't been possible before."

The ability of online systems to contribute to social change lies in activists and

others using it to make available information not seen elsewhere, according to Howard Frederick, director of the Institute for Global Communications in San Francisco. "They're getting around the monopoly of information by large corporations, making an end run around it by using distributive computer networks."

On CompuServe, those who have sought to spar intellectually over the questions of the age have found an antidote to glossy TV specials, headline news and bulletinized newspapers that leave them starved for information: forums that permit knock-down, drag-out analysis and argument of issues to a depth and with thought not seen elsewhere. "The forums are really kind of a substitute for the country store cracker-barrel talks that we had when my father and grandfather were alive," says Les Line, former editor of *Audubon* magazine for 25 years and a sysop in the Great Outdoors Forum (GO OUTDOORS), where he observes debates over environmental, outdoor sport and gun control issues.

The medium is perfect for those who want a good dialogue on topics that can get testy, says Line. "You can make outrageous statements and offend people's sensibilities without the risk of getting a punch in the jaw."

The aptly named Issues Forum (GO ISSUES) hosts much of the online discussion with a political flavor, both national and international in scope. Keir Jones' Peace and Foreign Policy Section has focused recently on the aftermath of the Gulf War, the future of the Baltic states and the 1992 European Community expansion. Jones finds online debate to be a free exchange of wildly diverse opinions with relatively little rancor and animosity. "The most striking benefit seems to be the chance to read and consider the other person's comments before entering one's own response. It makes for less irritation and more thoughtful messages. The only real problem is the other side of that coin—it's slower than an actual conversation."

David Bush leads the forum section on US political issues, encompassing a virtual parade of current and ongoing controversies. Online exchanges remain polite and respectful even in the face of strong feelings, says Bush, and remind him of academic confabs. "The discussion often delves into political philosophy, big government versus small government, democracy versus authoritarianism, and capitalism versus socialism, that is quite reminiscient of talks I recall from college. I find it satisfying to discuss issues in the news with others interested in such topics."

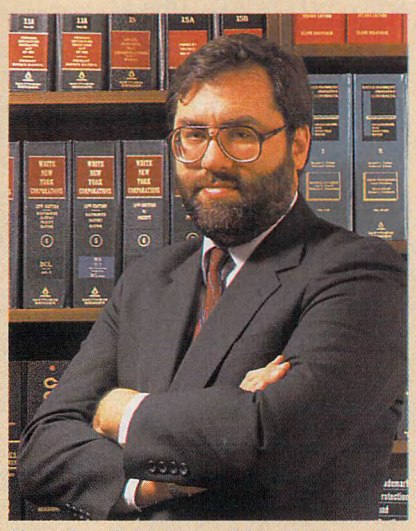
As in any debate, the importance of backing up opinion with factual information is tantamount to having a valid argument, and the pursuit of that information for use online has sent Bush researching through offline contacts. A cardiologist on the faculty of the Johns Hopkins School of Medicine in Baltimore, his interest was piqued by a discussion in the forum on drug legalization in which several contributors quoted a source as saying nicotine should be considered more addicting than cocaine. Bush called the scientist, who worked nearby, and learned he had been misquoted in the article. "I wound up talking to other people involved in treating drug addiction and related some of the data they provided in the forum," he says.

Bush finds the value of the forum debates to be a personal one. "It gives me a window on the thoughts of other people, many of whom express points of view that I wouldn't otherwise be exposed to." (For more thoughts on jumping into the MicroPopulist fray, see "Mixing It Up Online," page 20.)

True advocacy on CompuServe takes many forms. Likely the most original use of the online medium for this purpose is the

Software Law: Let Us Rephrase That

At first blush, software rentals and shareware would seem to have as much in common as, oh ... dining room tables and roofing shingles. But never underestimate the power of bureaucrats to convolute a situation.



ARNOLD ADLER

Championed shareware rights: Rose

Last year, when Congress was framing the legislation that would ultimately turn into the Software Rental Amendments Act of 1990, a staffer for the House Judiciary Committee got the idea that shareware should be incorporated into the measure—never mind that history has never recorded a single shareware rental. Shareware authors fell into panic.

News of the pending law broke in CompuServe's ASP/Shareware Forum (GO ASPFORUM), home to the Association of Shareware Professionals. An individual with access to an outside legislation-tracking service alerted forum members to the bill, including the disturbing fact that the measure contained the phrase "public domain computer shareware."

"We didn't set out to destroy the law. In fact, some of the provisions, such as allowing access to shareware in the Library of Congress' software reading room or filing shareware licensing terms with the copyright office, weren't that bad," says Lance Rose, an attorney with the New York law firm Greenspoon, Srager, Gaynin, Daichman and Marino. Rose was retained by the ASP to represent the interests of shareware authors before Congress.

"What was disturbing was the language about 'public domain shareware.' If enacted, it would have been an indication to judges that shareware is public domain. It would have been a Congressional statement that shareware is public domain."

Rose notes that the measure could have destroyed the right of shareware authors to control their own works.

Rose and the officers of the ASP had about a month to get the legislation's wording changed. "We were forced to work in a hurry," notes Rose. "CompuServe came in very handy in that respect."

The ASP decided to write a detailed letter explaining why shareware wasn't public domain and, if possible, to get Congress to remove shareware from the legislation entirely. To coordinate its efforts, the ASP created a special section inside the ASP/Shareware Forum. Members also corresponded extensively by CompuServe Mail.

"We organized on CompuServe," says Rose. "Without CompuServe we probably wouldn't have found out about the situation in time and we wouldn't have been able to work as quickly and effectively as we did."

Rose says that while the final outcome was mixed, the ASP's main goal was achieved. "We weren't able to get everything we wanted, but we were able to get them to change 'public domain computer shareware' to 'public domain computer software.' " The ASP also got an agreement from the copyright office that if it decided to implement any of the new shareware-related powers authorized by Congress, it would first publish a public notice in the Federal Record.

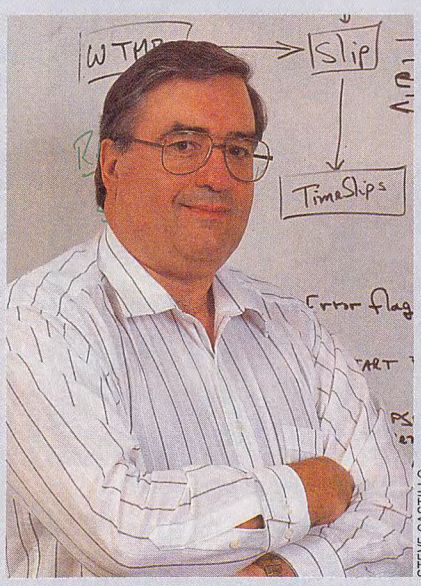
"We were successful in preventing the false perception that shareware is public domain from being enacted into law by Congress. And CompuServe played a major role in helping us achieve that."

—John Edwards

Putting the Byte on the IRS

When the Tax Reform Act of 1986 became law, a little-known section numbered 1706 created havoc for computer consultants. This group of technical experts found themselves plunged into the political world of lobbying and legislation.

Guy Scharf, a Mountain View, Calif., computer consultant, lead the battle cry nationwide in an attempt to repeal Section 1706. Using CompuServe, Scharf organized a disparate group of independent computer consultants to fight this tax law that put their livelihood in danger.



STEVE CASTILLO

Organized consultants: Scharf

Section 1706 singled out computer consultants, denying them certain legal protections that were available to all other independent contractors. It declared that technical services workers who marketed their businesses through brokers, as computer consultants often do to find clients, could be classified by the IRS as employees rather than independent contractors.

"The possibility of such reclassification struck fear in the hearts of companies that might be affected—both brokers and clients—as the back taxes and penalties assessed as a result of such reclassification can be extremely high," explains Scharf, who became involved in the issue when he was president of the Northern California Chapter of the Independent Computer Consultants Association.

A message section and library devoted to the cause were opened on the Computer Consultants' Forum (GO CONSULT). Messages offered news and urged people to write to specific lawmakers. Questions were answered from confused and irate computer consultants as well as attorneys and clients. Documents were uploaded to the library, allowing quick, wide distribution of vital source information.

"CompuServe provided the only cost-effective mechanism to reach thousands of consultants," says Scharf. "The online environment gave us a way to share information rapidly and to obtain feedback from others. Without this kind of service, we would have been unable to effectively coordinate the grassroots campaign against 1706."

Scharf credits the CompuServe connection with the eventual IRS clarification of the regulations. "The level of interest expressed in Section 1706 by many of our elected representatives would not have been as high if we had not been able to communicate the issue as clearly to so many consultants throughout the United States."

—CC

Network Earth Forum (GO EARTH), the counterpart to the Turner Broadcasting Inc.'s "Network Earth" television program. The weekly half-hour program on Superstation TBS examines how people are making the effort to solve environmental problems in their own neighborhoods. The forum provides a leaping-off point for viewers whose interests are piqued and want more details.

"I've wanted for a long time to work on a project that involved television and online. It seemed the perfect time to do this project," says forum sysop and executive producer Staffan Sandberg. TV is one-way communication, he adds, and viewers are left holding a bag of questions about how exactly they might become active in their areas. "The forum allows people to talk to the experts that we bring online, and other people in the same situation, and learn how they are solving it."

The forum has become a conduit for pointing members in the right direction for information when members don't feel confident in contacting advocacy groups or when questions go beyond the program staff's experience and the wealth of environmental intelligence in the forum's libraries. "Many people don't know where to turn, locally or otherwise. You can't just look up 'civil disobedience' in the yellow pages," says Sandberg.

A forum regular recently asked the question "What can we do about balloon launches?," referring to events where hundreds or thousands of balloons are released, and then drift into bodies of water where animals have been known to choke to death eating them. A national movement spurred on mainly by school kids is attempting to ban the launches. Says Sandberg: "People asked, 'There's a launch planned for our area—how can we stop it?' Members shared ideas and then I told them the name of a group they could approach, 'Balloon Alert Project,' and they were contacted by people who were interested."

A "good mix" of liberal and conservative environmentalists also fuels debate in the forum. "The forum allows the kind of discussion where everyone can follow along and learn from both sides. The environmental issues aren't black and white; there are many gray areas, and the forum lets people explore those areas," says Sandberg.

Sandberg believes Network Earth can become a force in the sharing of environmental information, providing a link among *people* trying to influence local legislation and issues, instead of environmental groups in the manner of EcoNet. "At this point, the public has the information, and is empowered by having it. The next step is that they're empowered by being able to share that and discuss it with others around the world. It's in that unity that there's power."

Network Earth has only dabbled in its potential, and will become more of a social action mechanism the more people join in, adds Sandberg. "It will build upon itself. There are things I can do: files I can upload or comments I can make, but it can succeed only if members take part in debate and discussion, and then take that out and do something with it. Otherwise, it's little more than intellectual exercise."

In CompuServe's nooks and crannies there are individuals and groups who are not urging members to write legislators or fight city hall, but merely to think and be aware of important social issues.

Christine Adamec is one; as author of *There Are Babies to Adopt* and co-author of *The Encyclopedia of Adoption*, she is section leader to the "Adoption Today" message section of the Issues Forum. The section is regularly visited by a mix of adoptive parents, birth (biological) parents and adults who were adopted as children. Adamec provides insight in the midst of heated discussions on transracial adoption, inheritance, gay adopting and the rights of both adoptive

and birth parents with citations from her books and her experiences as an adoptive mother.

"I personally advocate adoption as a positive option and a good choice," says Adamec. "My goal is to convey realistic information about adoption, the good and the bad. There can be a lot of misinformation in the media, so CompuServe serves as a good vehicle for sharing results from studies and reports."

Adamec tries to help everyone entering the section, referring many of the common requests for help in locating birth parents or grown adoptive children to library files on those subjects. "A grandparent who wanted to challenge an adoption came in. One of the members who comes on every day, a birth mother, recommended several organizations that he could receive assistance from." Adamec does not force the issue, though: "A birth mother who was considering adoption came on and talked about her feelings of anger at what people were saying to her. We tried to give her support, not talk her into adoption but support whatever her decision might be."

Bill B. leads the Gay Alliance Section in the Human Sexuality Open Forum, which furthers the gay rights cause by providing section members with "not only an arena for sharing common problems, but also a chance to espouse personal views on controversial subjects."

FEATURE

The purpose of the section is to advocate some overdue acknowledgment, says Bill. "Gay people represent 10 percent of the population, and come from every neighborhood, social class and family structure. When you hear someone speak of gay rights, they are not speaking of anything special *for* gays, just the recognition that they are due the same rights as the other 90 percent of the population."

Discussion in the Gay Alliance Section, which is frequented by non-gays, has focused on AIDS issues and the propriety and effectiveness of offline activist groups such as ACT UP. Says Bill, "The [section] represents a diverse community of individuals with diverse views on their causes. But then, the diversity is what fuels the debate. It provides a place for individuals to come to terms with their sexuality, as well as a place for 'straights' to learn about gay people *as* gay people."

Kurt Harper advocates "educational change" in his Reforms/Future Talk message section in the Education Forum, and fosters discourse in a membership ranging from home educators to university professors. "It's kind of a reality check. It's a way of getting in touch with people who've already gone through educational reform, or people who've thought about it, a way of checking things before you actually go out and put yourself on the line."

Harper, an assistant principal at Perris High School in Perris, Calif., frequently poses thought-provoking queries to forum members, based on research literature from his doctoral dissertation on educational technologies likely to be implemented in the next two decades. "The idea is to challenge people's suppositions. Online there is a huge experience and information resource available, and by putting these kinds of questions up and saying 'What do you think?', you shake up the status quo, and you get some *really* interesting responses."

The exchange of opinion in the section creates a melding of traditional and alternative approaches, and allows educators to make the most of prior experience and ideas about what can work. This proves helpful as many, including Harper, work around increased demand for facilities and tightened budgets. "The ideas we're discussing here aren't fantasy, they're possible futures, proactive futures. Beginning with a really rough idea, at the end of it we come up with something that's very practical and applicable, and in a compressed-time kind of mode. That's the greatest advantage to it."

Various non-profit advocacy groups have also found data networks to be an ideal medium for spreading their causes. CompuServe's Foreign Language Forum (GO FLEFO) receives regular uploads from the Joint National Committee for Languages and the National Council for Languages and International Studies (JCNL/NCLIS). The organization endeavors to focus public awareness on the need for language education and bilingualism in the United States. Its files contain legislative alerts asking FLEFO members to write their representatives concerning pending legislation and supporting increased funding for existing language programs.

"Our mailing list works in a trickle-down effect—we send things to the executive direc-

Early Advocacy: FCC vs. CIS

CompuServe members once dropped their game-playing, professional networking, hobby tip exchanging and whatever else they were doing to unite in a fight against a common enemy: the taxman.

It was June 1987, and the Federal Communications Commission issued a proposal to charge computer networks as much as $5 an hour per customer to cover the costs of connecting the networks to the local telephone systems. Needless to say, that cost would have been passed on to the customer, making online communication a financial impossibility for most people.

Alarmed by the FCC proposal, CompuServe officials swung into action. In addition to traditional lobbying efforts—hiring a Washington, D.C., law firm to represent its interests—they also took advantage of the online network to transform subscribers into an electronic lobbying force.

Detailed information on the proposal, editorials opposing it and a sample letter that subscribers could use to personally petition the agency were uploaded. In addition, the names and addresses of the FCC commissioners were added to the CongressGRAM service, allowing members to send their letters electronically, and discussions burst forth in numerous forums, touting facts, figures and opinions, and spurring people to mobilize.

Typically, FCC proposals are not widely publicized and receive little or no response. But in this case, the commissioners received an avalanche of pleas urging them to scrap the plan. More than 7,500 letters were sent by CompuServers in what was described in *The Wall Street Journal* as "online advocacy."

"The protest highlights how the nation's vast computer-communications network can be used for political organizing on behalf of numerous causes," wrote *WSJ* reporter Bob Davis.

'Little guys won': Eastburn

Overwhelmed by the deluge of techno-dissent, the FCC defeated the proposal in March 1988. Dave Eastburn, CompuServe's vice president of product marketing, says the effort was the largest the FCC had ever seen. "This was a classic David and Goliath situation, where the little guys won out in spite of all the money behind the [phone company's] lobbying efforts."

—*CC*

tors of our member associations and they send it on down," says JCNL/NCLIS Executive Assistant Cindy McMillan. "When we upload alerts to CompuServe, a much broader-based population can access the information."

FEATURE

The Issues Forum receives uploads from the Friends Committee on National Legislation (FCNL) and Amnesty International (AI). The FCNL is a public interest lobby advocating the Quaker religious group's values of pacifism toward a wide range of international social justice and civil rights issues. The group's weekly uploads include action suggestions on legislation, and notices of coming congressional recesses, when many organize local delegations to speak with their representatives. The upload is a transcript of the FCNL's phone message: "It's a more convenient way for people to get the message. Our constituency essentially demanded it," says spokeswoman Alison Oldham.

The Amnesty International uploads are part of an "Online Urgent Action Network," in which mass letter-writing attempts to secure the release of political prisoners worldwide. "The online medium is helpful, particularly if people couple it with sending electronic appeals such as fax or telex, because it allows us to rapidly put officials on notice that a human rights situation is not forgotten by the world," says AI's Kevin Axelson. "Rapid intervention allows our members to effectively intervene on behalf of victims of torture and other persons falling under AI's mandate. We have more than 1,000 participants on the academic networks, and hope to gather significant participation from CompuServe members."

Some of the best examples of online activism are those where individuals and groups use the medium to influence decisions of real, or in this first case, 'reel' concern to them.

University of Virginia computer science student Frank A. Deviney, Jr. started fishing trout and salmon five years ago, but he soon realized he needed more than a fishing pole to enjoy his sport. He also needed political acumen to preserve the waters.

Deviney learned that the Pinnacles Hydroelectric Project in Danville, Va., which had been operating without a license since 1935, was being brought into compliance by the Federal Energy Regulatory Commission (FERC). Logging onto a Washington, D.C.-based bulletin board system to which FERC officials uploaded documents on hydroelectric licensing nationwide, Deviney learned about the history of Pinnacles.

"We discovered there was a 2.3 mile section of stream that originally had water in it but had since dried up. We wanted the water replaced so a trout fishery could reestablish itself," he explains.

Unsure of the next step, Deviney left a message in the Great Outdoors Forum describing the situation. He soon heard from forum member Don Alley, who had fought a similar battle in Montana. "There was a pooling of information online. Volunteer organizations need to do this more often. People come and go, and their knowledge and experience can benefit others if only they can get in touch," he says.

Deviney's efforts were successful in Danville. The activists had proposed that 1.5 cubic feet of water per second be placed in the stream, but the city eventually agreed to put in six cubic feet per second. "Since we got involved, it gave the Virginia Department of Game and Fisheries a stronger hand in negotiating with the city. They had our backing and it made a difference."

Deviney's interest hasn't abated with success. He continues downloading massive files from the FERC BBS. Since the information isn't organized by state, BBS users—most of whom are making long-distance calls—must download all the data to find the few, specific facts they need. Deviney organizes the FERC data by state and uploads it to CompuServe for the benefit of everyone. "I hope others will read about a project in their area and decide to get involved," he says.

Kenneth Miller got involved by turning to CompuServe's Working From Home Forum (GO WORK) for help. An electrical engineer with 15 years experience in business and industry, he had incurred thousands of dollars in research and development expenses for an ultimately unsuccessful SBIR government contract he had learned of in the AI Expert Forum (GO AIEXPERT). In January 1991, the IRS informed Miller that he was being audited; an auditor later explained that many of his expenses, including online connect charges, could not be classified as "start-up" and were therefore not deductible.

After speaking to the House Ways and Means Committee in Washington to determine whether this was a consequence of the 1986 tax reforms, Miller posted a message to Working From Home sysops Paul and Sarah Edwards asking them to post a bulletin encouraging forum members to send letters or CongressGRAMs to Illinois Sen. Dan Rostenkowski. His message asked members to urge Rostenkowski to make clarifications in the tax law, including the allowing of computer logs as evidence of usage and online charges as operating expenses.

Miller wanted to alert his homeworking compadres to the problem and inspire them to take action on their own behalf. "I was hoping we could generate a level of interest that could result in a short piece of legislation that could [prevent] a lot of us from being audited and assessed back taxes the way I have been," says Miller.

Online activism manifests itself in unlikely locales online, such as the Space Forum (GO SPACEFORUM), where forum members routinely use CongressGRAMs and seed phone trees operated by groups such as the National Space Society in an effort to convey support for upcoming key space program legislation. Says Forum Sysop Dick DeLoach, "When one senator once declared publicly that NASA would have to start organizing bake sales to cover funds the senator was trying to divert from space to a pet welfare program, we opened a special 'Bake Sale' message section to vent all the views on this, and numerous protests were organized. I cannot claim this decided the issue, but space funding went up and not down when all the final votes were taken."

The organizing power of the online medium has been used for what some might consider to be less noble efforts, though to the thousands of rabid fans of the quirky, love-it-or-ignore-it nighttime ABC serial "Twin Peaks," an attempt to save the program from cancellation last March was a life-or-death matter. It might not have been global warming, exactly, but the role of computer networks in the media-savvy campaign by a "high-tech grassroots group" was noted in *USA Today*.

The movement to save "Twin Peaks" was led by the hastily created COOP (Citizens Opposed to the Offing of Peaks) organization, for which Miami ad executive and CompuServe member J.C. Bourque became the Florida chapter president and de facto electronic network manager. "Online activity was responsible for a large number of COOP chapter foundings. The opportunity for me to leave a message that could stir up interest all over the country, and the reader's ability to download more detailed information at will, made it possible to have complete documentation, and already be operating, before I was even aware the chapter existed," says Bourque.

In the Desktop Publishing Forum (GO DTPFORUM) and elsewhere, Bourque uploaded the details of COOP's plan of attack, including an "Anti-Boycott" in which fans sent proofs of purchase of Peaks-advertised products to sponsors, and a precision call-in/fax-in that briefly shut down telecommunications at ABC's headquarters and left the network's entertainment president, Bob Iger, inundated with thousands of letters demanding the program's reinstatement. Though he never knew how large the network became (some estimates put the figure at 50,000 fans), Bourque feels the online connection was crucial to the distribution of information and the resulting push from "Peaks Freaks." "I assumed that the typical

online person was more inclined to take action about issues that he or she cares about," he says.

Online activism generally evolves from offline sources, but in the case of disabilities activist Debbie Greenspan, the opposite was true.

The 27-year-old, who suffers from Spina Bifida and End Stage Renal Disease, organized a November 1989 conference in support of the Americans with Disabilities Act (ADA). The landmark civil rights legislation prohibits discrimination and mandates full access for the disabled in transportation, public accommodations and telecommunications, although at the time it was in danger of being defeated or weakened under pressure from opponents. Speakers and attendees at the conference in Ramapo College in Mahwah, N.J., gathered with online conference participants in the Disabilities Forum (GO DISABILITIES).

"This conference was unique," says Greenspan, who works as communications coordinator of the Disabilities Electronic Network (DEN), "because instead of sitting at my computer at home, working alone, I joined nearly 50 other people in a Ramapo College computer room. Several speakers presented their thoughts aloud to those in the room, while their words were being typed into the computer for the online participants to react to."

Greenspan's resulting high online profile led to contacts throughout the United States, including several prominent activists in Washington, D.C. One of these was Justin Dart, head of the President's Committee on Employment of People with Disabilities, who forwards Greenspan information on the ADA to distribute online.

"One thing I emphasized in all of my messages was the importance of writing and calling Congress to urge support for the bill," says Greenspan. "I posted information on forums about CompuServe's CongressGRAM service and used it myself. Many discussions took place on the Disabilities Forum in which people told of writing to their representatives and reported the replies they received."

Online and traditional methods of activism should not be viewed as being mutually exclusive, says Greenspan, whose efforts were rewarded by being one of the 2,000 guests invited to the White House to witness the signing of the ADA by President Bush. "Online activism can greatly enhance traditional organizing efforts. During my efforts I was able to reach many more people than I ever could have through telephone calls, letters or by attending local meetings."

Do democratic expression, advocacy and activism have much of a future in the online medium? ENA's Carlson believes that what

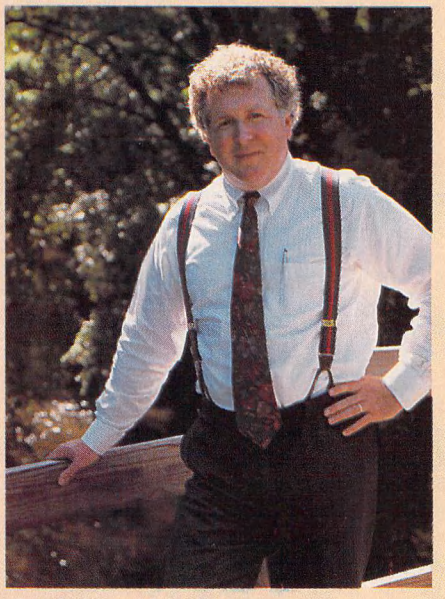
Yes, CongressGRAMs Work

Politically active CompuServers are finding that CompuServe Mail's CongressGRAMs do have an effect. Dennis J. Lane of Anne Arundal County, Md., joined his community's concern at attempts by the US Army to develop some of the 14,000 acres of nearby Ft. Meade, a huge tract of park land in the middle of the Baltimore-Washington corridor. With Winchester Homes ready to purchase the land and turn it into a planned community, residents became active. Noting that his congressional representative, Democrat Tom McMillen, was a member of the House Science and Technology Committee, Lane decided to pique the lawmaker's interest with a CongressGRAM.

"This was an easy and quick way to tell about my support," says Lane, who adds that McMillen responded quickly by sending him a position paper that coincided with Lane's opinions.

Lane believes that the CongressGRAM was more effective than a traditional letter. "It has a demographic already attached to it. It says it is coming from someone who is involved and well-read. It's more than a simple mail-in form you add your name to."

Dr. Paul T. Elliot, a family practice physician in Richardson, Texas, is likely one of the more prolific users of CongressGRAMs. He has sent more than 1,000 to express his views on a variety of legislative issues, including gun control, education and medicare. He says using the CompuServe Mail service is cheaper and more efficient than traditional mail.



STEVE THOMAS

Renaissance citizen: Lane

Elliot commonly uses CongressGRAMs to help influence pending legislation while it is still being considered by the congressional committee, often sending them to every lawmaker around the table, and being careful to ask for a reply. He also frequently sends CongressGRAMs to the President, "just to let him know how I think he's doing."

—CC

Tips on Writing a Letter to the Senator

Letting your Congressman or woman, or even the President, know where you stand on an issue is as easy as sending an e-mail message with CongressGRAMs (GO CONGRESS).

The main menu allows you to choose the White House, the Senate or House of Representatives. Select a state and you'll be given names of representatives, their addresses and the committees they serve on. Then go back to the main menu and select "Compose a CongressGRAM." Your CongressGRAM will be addressed and sent automatically.

Laura Trageser, legislative aide in the office of Ohio Sen. John Glenn, says letters from constituents are considered valuable input. "Sometimes there are issues we may not be aware of. People have suggested legislation that has been acted on," she says. Every letter receives a reply and the representative's staff keeps detailed records on incoming and outgoing mail. To more effectively lobby any member of Congress, she suggests the following:

- Make sure your letter is direct and to the point.
- Let the representative know exactly what action you would like to see taken (i.e., "I'd like you to vote in favor of ... ").
- If you are referring to a specific piece of legislation, mention the title of the bill.
- The best time to write about an issue is between the time a bill is introduced and when it is voted on.
- Form letters and mass mailings are effective, but well-thought-out letters reflecting individual opinions tend to stand out.

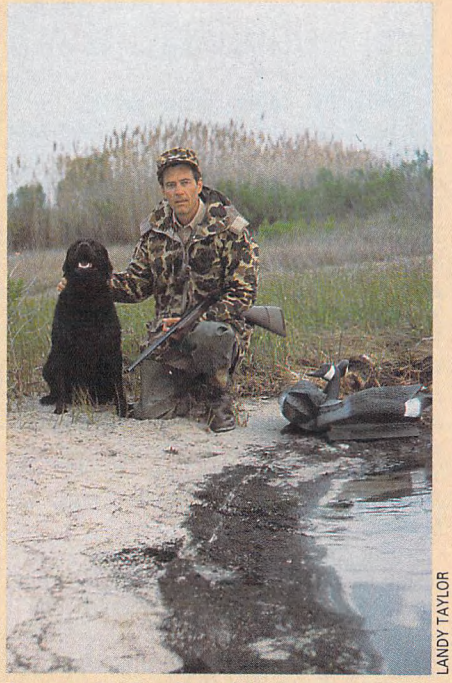
—Michele Kinnamon

Mixing It Up Online

Starting or joining discussions in CompuServe's forums can be enlightening, challenging and fun. According to Joe Reynolds, manager of the Great Outdoors Forum (GO OUTDOORS), the main benefit of exchanging opinions online is being exposed to the ideas of others. "We all debate issues with friends and relatives, but in a forum our opinions are subjected to a greater degree of scrutiny by an extremely large, diverse group of people, both geographically and intellectually," he says.

To ensure that discussions don't get out of hand, most forums abide by the same simple rules: no profanity or vulgarity and no personal attacks. While the first rule is self-explanatory, the second may be more obscure. "There is a difference between attacking another person as an individual and attacking his or her position," says Reynolds. "We have an ongoing discussion in Section 2, 'Scouting,' about whether or not atheists should be allowed to participate in scout leadership positions. If someone was in favor of this position, an opponent would not be justified in replying, 'You are a jerk.' A permissible, intellectual reply might be, 'I don't agree with your position and here are my reasons.' "

Respect for forum etiquette allows debate on the most volatile issues to run smoothly. Dan Hamilton, sysop of the Journalism Forum (GO JFORUM), recalls that during recent heated debates about war news coverage, "people 'flamed' a bit at the outset, but some reconciliation and respect for other points of view finally emerged." Even when debating gun control, Reynolds says his forum members "almost without exception keep it at an intellectual level, even though there may be great differences of opinion."



LANDY TAYLOR

Agree to disagree: Reynolds

Unlike face-to-face conversation, online "listening" can be tricky. "Written exchanges are easy to misinterpret," says Reynolds. "If a statement appears to be inflammatory, read it over carefully before responding," he says. "Sometimes it's a good idea to ask the writer for clarification before making a counter-argument." Reynolds suggests watching out for sarcasm, too. "Some forum members are experts at using sarcasm. It can be an effective, powerful debating tool if properly used."

Whether you're a newcomer or old pro, don't be offended when someone disagrees with your viewpoint. Even if a reply seems to be attacking you, do not respond in kind, says Hamilton. Instead, "ask for consideration and add some backup arguments to support your point and ask for comments in return."

If you want to open a new topic for debate, Hamilton suggests that you "start threads with clear, concise statements of your stand on a controversial issue and ask for all points of view to respond." Once the opinions start coming in, "vigorously test others' assertions instead of simply repeating your own," he says.

Don't discount the possibility that your opinion on an issue may change once you've listened to other views. "Don't be too proud to admit that your position may have been incorrect," says Reynolds. "In watching these electronic free-for-alls over the years, I've gained a great deal of respect for the individual who says, 'I was wrong.' "

—MK

has happened up until now has been mostly ad hoc serendipitous tire-kicking, and that more deliberate experimentation and design of applications might permit online's consensus-building and organizing abilities to be combined to society's benefit.

The possibilities might include seminars, focus groups and courses sponsored by entities such as the League of Women Voters or congressional committees, says Carlson, with the intent of taking the debate and discussion that occurs so naturally online and using it "where it might really result in something."

The long-hailed concept of electronic voting is the least exciting prospect for teledemocracy, in Carlson's view, as it would provide only a faster means to a reaction to already-existing choices. "I think what frustrates people now is not that they can't vote, but that the options seem within such a narrow range that they can't figure how those got to be the choices in the first place," says Carlson. "They really want to be involved at a much earlier stage, to put things on the agenda and find a broad range of choices."

The promise of teledemocracy may already be at the local level with two well-established systems that hope to reimbue their physical locales with a sense of community. Cleveland's Free-Net, which has launched a National Public Telecomputing Network with systems planned for Los Angeles, Chicago and Washington, D.C., is designed as an electronic version of the real city, with access to public service and government agencies. Users are able to access congressional voting records, scan position papers and biographical sketches of candidates, and should soon be able to have electronic mail contact with their elected representatives via "electronic office space." "It's tremendous empowerment," says Thomas Grundner, NPTN president and a CompuServe member. "The idea is to try to find a way to use this technology to move people closer to the democratic process."

The Public Electronic Network (PEN) of Santa Monica, Calif., is a system run by the municipal government and serves as a line between city and citizen. "It's become a very positive and powerful organizing tool within the city," says Kevin McKeown, chair of the PEN Users Group and an assistant sysop in the CB Forum (GO CBFORUM). Online discussions of local issues in one case led to the implementation of a program designed to provide local homeless people with showers, washers and lockers. "It's brought in a lot of people who weren't involved in politics. The people I'm working with are people that I live five or 10 blocks from, whom I would've never met otherwise," adds McKeown.

The prospects for a *global* online political consensus received a dry run this year, and children led the way. KIDS 91 was an "interactional" year-long project created by Norwegian writer and computer networking specialist Odd de Presno, which united thousands of 10- to 15-year-old technologically savvy school kids from more than 20 countries through numerous electronic channels, including CompuServe's Education Forum (GO EDFORUM).

FEATURE

Although the original intent of the project was to encourage the youngsters to share thoughts on their personal and global visions—answering questions such as "How do I want the world to be when I grow up?" and "What can I do now to make this happen?"—the children's missives quickly turned to their anxiety over the Gulf War and hopes for peace. With dispatches filtering in from an Israeli boy in Haifa under repeated Scud missile alerts, the network became a kind of cross-cultural handholding.

"The energy in these questions was stronger than we anticipated. The kids' debates about current and future issues gave the teachers more than they had originally hoped for," says de Presno. If KIDS 91 was a test of the international communications infrastructure and its practicality, he adds, it worked. "Children are our future. They are more grounded, unspoiled. They are able to view the world as it is. The fact that a growing number of them are able to discuss their visions beyond time and distance finally turns them into a political force."

How might CompuServe endeavor to bring its members closer to being an active, well-informed part of the electorate—an Activist Forum? Election Forum? City, State, Regional or Bioregional Issue Forums? National town meetings? Legislators Online? Les Line has one idea that has worked in the Great Outdoors Forum: the Outdoors News Service, an ENS-type clipping folder put together by Sysop Joe Reynolds. "That one service has provided anyone with an interest in environmental affairs and outdoor recreation issues with a quick place to get the news that matters to them," says Line. "I would think sysops in other forums might consider doing something similar."

But if the activity of CompuServers previously mentioned is any evidence, people appear to be finding their own uses for the medium, to fill the void of earnest political dialogue and to rally concern and action for battles they believe are worth waging. Attempting to impose order on such fortuitous yet potentially potent efforts, cautions IBMNET (GO IBMNET) Sysop Don Watkins, might be analogous to landscaping a redwood forest.

"It's going to be a result of people realizing this can actually work. You can't really give anything like this to anybody; it's something they've got to take, they've got to create," says Watkins. "It happens just because people feel strongly about something and want it to happen."

Christopher J. Galvin is an assistant editor of CompuServe Magazine.

Finding a Forum for Your Views

If you're fired-up about an issue and would like to share your opinion online, see the box below for a sampling of the many topics debated in CompuServe forums and where to find those discussions:

Animal Rights/Wildlife

Network Earth Forum (GO EARTH)
Section 9, "Animals/Wildlife."

Great Outdoors Forum (GO OUTDOORS)
Section 16, "Environment/Wildlife."

Pets/Animal Forum (GO PETS)
Section 14, "Animal Rights."

Censorship

Journalism Forum (GO JFORUM)
Section 5, "Comment/Controversy."

Legal Forum (GO LAWSIG)
Section 9, "Hot Topic."

ShowBiz Forum (GO SHOWBIZ)
Section 12, "Media Ethics."

Education

Education Forum (GO EDFORUM)
Section 8, "Reforms/Future Talk," and Section 17, "Higher Education."

Issues Forum (GO ISSUES)
Section 9, "General Issues."

Environmental Issues

Good Earth Forum (GO GOODEARTH)
Section 9, "Earth Day/Ecology."

Network Earth Forum (GO EARTH)
Section 3, "Get Involved," Section 4, "Eco-Consumerism," Section 7, "Land Use/Misuse," and Section 8, "Toxics/Waste/Recycling."

SafetyNet Forum (GO SAFETYNET)
Section 11, "Environmental."

Gender-Related Issues

Human Sexuality Forum (GO HSX100).

Issues Forum (GO ISSUES)
Section 5, "Between the Sexes."

Macintosh Community Forum (GO MACCLUB)
Section 12, "MacWomen/Men."

Gun Control/Firearms

Issues Forum (GO ISSUES)
Section 2, "Political Issues."

Military Forum (GO MILITARY)
Section 17, "Assault Weapons."

Great Outdoors Forum (GO OUTDOORS)
Section 14, "Firearms," and Section 15, "NRA."

Health

AAMSI Medical Forum (GO MEDSIG)
Section 12, "AIDS/Social/Ethical," Section 17, "Mental Health."

Health & Fitness Forum (GO GOODHEALTH)
Section 5, "Current Issues & News," and Section 16, "Just My Opinion."

Human Rights

AAMSI Medical Forum (GO MEDSIG)
Section 16, "Hot Topic."

Disabilities Forum (GO DISABILITIES)
Section 7, "Rights/Legislation."

Issues Forum (GO ISSUES)
Section 11, "Native Americans," and Section 15, "Ethics/Human Rights" (includes Amnesty International appeals).

Legal Matters

Legal Forum (GO LAWSIG)
Section 0, "General Issues," and Section 9, "Hot Topic."

Politics

Issues Forum (GO ISSUES)
Section 2, "Political Issues," and Section 4, "New Democrats."

Religion

Religion Forum (GO RELIGION)
Section 17, "Ethics/Contemporary Issues."

War and Peace

Issues Forum (GO ISSUES),
Section 1, "Peace/Foreign Policy," and Section 7, "Defense & Military."

Military Forum (GO MILITARY).
Religion Forum (GO RELIGION),
Section 12, "Religion & Politics: Middle East."

Also, a number of forums have message sections set aside for miscellaneous discussion topics, such as The Fire Hydrant (Pets Forum), The Village Elders (Issues Forum), Skeleton Closet (Genealogy Forum) and Chit-Chat Zone (Literary Forum).

—MK

by Cathryn Conroy

Inside Ziff's Interactive Mags

ZiffNet and Zmac join the editors of the computer press' cornerstone with readers who asked for it.

Suppose you've just read a software review in *PC Magazine* and are thinking about purchasing the program. Still, you'd like to know how it will actually work with your system. Through Ziff Communications Co.'s new ZiffNet service for MS-DOS users (GO ZIFFNET) and Zmac for Macintosh users (GO ZMAC), you can quickly get in contact with the magazine staff and receive a response that relates the review to your particular system needs.

This direct connection between Ziff readers and magazine writers, editors and industry experts has been a common goal for the New York-based computer magazine publishing company as its online presence has evolved into a collection of more than 20 forums, databases and other features for PC and Macintosh users on CompuServe.

"When *PC Magazine* was publishing utilities in the back of the magazine, response from readers led us to create a small PC-based BBS in New York in 1986 available to anyone willing to make a long-distance call, to avoid retyping the utility programs," recalls Seth Alpert, vice president of development for Ziff. That system quickly grew from one phone line to 40 lines and in May 1988 made its debut on CompuServe, as a way for Ziff to continue meeting readers' requests while containing costs.

Beyond custom utility programs for DOS and Mac users—which still account for the most activity in Ziff's services—readers benefit from personal access to top editors and writers of such Ziff publications as *PC Magazine*, *PC Week*, *PC/Computing*, *MacWEEK* and *MacUser*. In fact, message board dialogue with such well-known columnists and authors as John Dvorak and Bob LeVitus has become a daily occurrence. "Readers can get online and ask a question, comment on an article, discuss industry issues and other topics and receive technical support," says David Shnaider, Ziff's director of online services.

"When something such as a product review appears in print, there's an immediate response online," adds Craig Kerwien, manager of Ziff's online services. "Readers want to know if we have any advice related to their specific systems," he says.

Because this constant dialogue helps editors and writers better understand readers, individual columns and stories as well as the nature of the publications have been enhanced, says Shnaider. Alpert admits that the amount of work involved in editing a magazine usually prohibits editors from being in regular direct contact with readers.

One result of the online reader-writer connection "is not that we do more columns a month, but that we tremendously increase the quality of the columns because it's so much easier to talk to a variety of users online instead of just a few on the phone. We get a greater range of views," explains Shnaider.

Bill Howard, executive editor of *PC Magazine*, regularly posts lists of upcoming articles as well as the magazine's editorial schedule and invites readers to tell him which areas most interest them. *PC Week's* editors also post advance announcements of the editorial schedule and encourage reader input.

PC Magazine and *PC Week* columnist William F. Zachmann, inspired by an online conversation about the advantages of 9600-baud modems, decided to buy one himself. He became so enamored of the modem's

COMPUTING SERVICES

CM's Computing Services Credo: For those who call out for advice, answers, even mere companionship in a discomfiting computer world, we throw you the online rope that connects to the main. No man is an island unto himself. Herein the Control-G tolls for thee.

▼
Beyond Mere Publishing
▼
Database Advice, page 25

Ziff Regulars and Their Hi-Test Tips

Since ZiffNet (GO ZIFFNET) and Zmac (GO ZMAC) both offer several online forums and databases, we asked the experts—Ziff editors and power users—which service, feature or file is most valuable to them in improving personal productivity. For an overview of Ziff services, see page 24.

Trudy Neuhaus
New York, N.Y.
Senior editor, *PC Magazine*

Ziff tip: Take advantage of utilities, updates and reviews.

ZiffNet is an excellent source for utilities and updates from software authors. PC MagNet users can download the updates and contribute suggestions to improve the programs.

Also, the Review Index and Computer Library is a quick way to locate a review of a specific product. Whether you need the phone number of a company, the issue a review appeared in or a full-text review, it's there. Full-text articles from *PC Magazine*, *PC/Computing*, *PC Week*, *LAN Magazine*, *Database Advisor*, and *Dr. Dobb's Journal*, and from several computer industry newsletters are available.

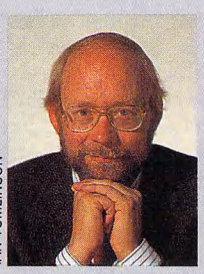
ARNOLD ADLER

Leibel Tennenbaum
Brooklyn, N.Y.
Security professional

Ziff tip: Visit the Utilities/Tips Forum for expert answers.

Three years ago, I got my first computer and since then have acquired 90 percent of my computer knowledge from participating in the Utilities/Tips Forum (GO UTILFORUM).

I'm online there constantly because this forum's experts have solved every computer problem I've experienced. I now spend time answering questions from other members, because I want to give something back to the forum.



IAN TOMLINSON

David E. Moe
Calgary, Alberta
Computer systems analyst,
Amoco Canada Petroleum Co.

Ziff tip: Software and Utilities Library files help save time.

My favorite files from this area (GO ZNT:SOFTLIB) include Tiny Editor (file name TED), a directory and file-matching trio (RN, DR and CO), a directory matching program (DIRMATCH), a file slicer (SLICE) and a printer setup routine (SETUP2).

I maintain a collection of about a hundred of these utilities, which I install in a Utility directory on every personal computer I use. This set of tools is immediately available anytime I need to assist a client. A corporate license, obtained from Ziff at nominal cost, eliminates the legal headaches of freely distributing software among my company's thousands of PCs.

Ted Silveira
Saltan, Calif.
Free-lance technical writer/journalist;
assistant sysop, Zmac Download & Support Forum

Ziff tip: Read *MacWEEK's NewsBeat.*

One of the parts of Zmac I enjoy the most is *MacWEEK Newsbeat*, which has 10 or so clips from *MacWEEK's* top stories for the week, including Mac the Knife's column.

When a really interesting story appears, you can usually find a thread of messages about it on the *MacWEEK* Forum (GO MACWEEK). It's fun to watch a story break and then to read people's reactions in the forum.

power and speed that he wrote a column about its virtues.

MacUser columnist Guy Kawasaki routinely requests his readers to contact him on Zmac with their questions and suggestions.

Ric Ford, senior technical editor of *MacWEEK*, routinely polls readers. For instance, he wrote recently about MIS problems in the corporate environment and was able to learn about specific problems by talking with corporate users online.

Ziff's forums also provide a connection to many of the computer industry's senior executives who drop by to gauge the mood of their customers and deal immediately with potential product problems or criticism.

Users who frequent Ziff's forums sometimes find themselves unexpectedly chatting with these "movers and shakers." For example, weeks after Jean-Louis Gassée resigned from Apple Computer, a concerned user asked if anyone knew what had happened to the former Apple Products president. Gassée himself answered the query, saying he was vacationing in the south of France, considering several offers and would return to the United States soon.

In another instance, a subscriber impressed with his new Dell computer left a message extolling its virtues and received a personal thank-you note in the forum from Michael Dell himself, owner of Dell Computer.

Ziff routinely surveys readers online, for editorial and advertising purposes, and to learn what enhancements to make to Ziff's online services. *PC Magazine* utilities (in PC MagNet) and Zmac's custom Macintosh files, particularly editors' picks of the best shareware and freeware programs (in Zmac's Download and Support Forum) continue to be popular. Other Ziff forums and sections that focus on specific topics, such as networking/connectivity, also have loyal followings.

Because readers wanted a place online to discuss non-computer topics, *PC Magazine* opened PC MagNet's After Hours Forum, where members discuss everything from politics and economics to television. Zmac recently restructured its message sections because of reader input and has experimented in how to most effectively distribute the popular *MacWEEK* News Beat, which appears online before the corresponding print issue does.

"At first, we planned separate services for all the magazines," says Alpert. "Then, as we learned how people were using the Ziff area, our thinking shifted to realize that it would make more sense to group services together." Ziff tried that approach with Zmac and then decided to restructure the DOS-related offerings along similar lines. What was known as PC MagNet has been incorporated into the new ZiffNet, an umbrella for all the IBM PC-related Ziff forums, services and utility libraries. (For an overview of the reorganized Ziff services, see table on page 24.)

Ziff's managers are online daily monitoring the ZiffNet and Zmac services. "There is no substitute for participating in the forums themselves, seeing what the readers want and responding to them," says Shnaider.

Those wishing to provide feedback to Ziff about the ZiffNet service or the reference databases may contact Craig Kerwien at User ID 72241,224. Feedback about the Zmac service should be directed to Ben Templin at User ID 72511,35.

Cathryn Conroy is a contributing editor of CompuServe Magazine. Her CompuServe User ID number is 70007,417.

A Guide to Ziff's Services

Ziff Communications Co. offers PC and Macintosh forums, services and utility libraries as well as access to reference databases.

"We're trying to provide a complete computer resource," says Craig Kerwien, Ziff's manager of online services. "We offer programs that supplement articles from the printed magazines, a complete reference guide to computer-related products and manufacturers, and the expertise of our editorial staff to address user problems and industry trends."

Here's a look at the various Ziff services and how to reach them.

ZiffNet (GO ZIFFNET)

Note: The GO commands listed below work only within ZiffNet, Ziff's service for MS-DOS users. To get to any of these areas from the CompuServe Information Service, type GO ZNT:XXX where XXX is the command. For instance, to get to This Week's Highlights from the CompuServe Information Service, type GO ZNT:NEWS.

This Week's Highlights (GO NEWS)

This Week's News from *PC Week* (GO PCWNEWS)—news highlights from *PC Week*.

Spencer F. Katt (GO SPENCER)—Read "Rumor Central" online.

Software and Utilities Library (GO SOFTLIB)—complete library of programs and files available in ZiffNet forums.

PC MagNet (GO PCMAGNET)—online home of *PC Magazine*.

PC Magazine Utilities/Tips Forum (GO UTILFORUM)—technical support for *PC Magazine* utilities, tips from editors, shareware.

PC Magazine Editorial Forum (GO EDITOR)—talk to *PC Magazine* editors, writers and columnists about industry issues, trends and reviews.

PC Magazine Programming Forum (GO PROGRAM)—talk to editors and writers about programming issues and trends.

PC Magazine After Hours Forum (GO AFTERHOURS)—talk about anything, including computer games, politics and economics.

Product Reviews Index (GO INDEX)—online index of review articles from PC MagNet, *PC Week* and *PC Computing*.

PC/Contact Forum (GO PCCONTACT)—talk to the editors, writers and columnists of *PC/Computing*.

PC Week Forum (GO PCWEEK—talk to the editors, writers and columnists at *PC Week*.

Zmac (GO ZMAC)

Note: The GO commands listed below work only within Zmac, the online companion to *MacUser* and *MacWEEK*. To get to any of these areas from the CompuServe Information Service, type GO ZMC:XXX where XXX is the command. For instance, to get to *MacWEEK News Beat* from the CompuServe Information Service, type GO ZMC:NEWSBEAT.

MacWEEK News Beat (GO NEWSBEAT)—weekly news summaries from *MacWEEK*, provided online the weekend before the magazine is mailed to subscribers.

Zmac Buyer's Guide (GO BUYERGUIDE)—coverage of more than 1,000 Macintosh products in a searchable database.

MacUser Power Tools (GO POWERTOOLS)—download all of the programming code and utilities mentioned and developed by the editors of *MacUser*.

MacUser Discussion Forum (GO MACUSER)—talk to editors, writers and columnists of *MacUser*.

MacWEEK Discussion Forum (GO MACWEEK)—talk to editors, writers and columnists of *MacWEEK*.

Download and Technical Support Forum (GO DOWNTECH)—*MacUser* and *MacWEEK* offer shareware and freeware plus an open area for technical questions.

MacUser and *MacWEEK* Article Index (GO INDEX)—index of *MacUser* and *MacWEEK* articles.

Ziff Reference Areas

Note: The following Ziff Communications reference services are available through CompuServe, ZiffNet and Zmac.

Computer Library (GO COMPLIB) includes these services:

Computer Database Plus (GO COMPDB)—reference area of more than 200 computer-related publications including the abstracts and full text articles from major computer publications.

Computer Directory (GO COMPDIR)—reference area of more than 66,000 computer-related products and more than 11,000 manufacturers.

Consumer Reference Library (GO REFLIB) includes these services:

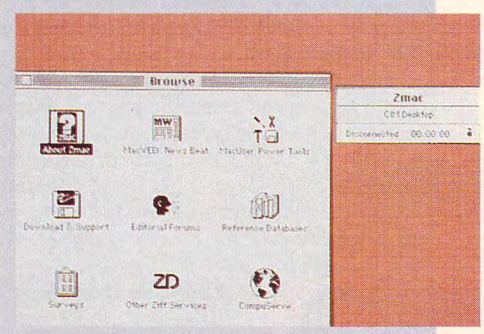
Magazine Database Plus (GO MAGDB)—a reference area of more than 100 well-known general-interest publications, such as *Popular Science*, *Stereo Review* and *US News & World Report*.

Health Database Plus (GO HLTDB)—a reference area covering health, nutrition and fitness, including full text of articles from consumer health magazines and lay-oriented summaries of professional medical journal articles.

Business Database Plus (GO BUSDB)—a reference area with more than 360,000 full-text articles from more than 450 regional, national and international trade and industry publications, including *American Banker*, *Broadcasting*, *Eurobusiness* and *Sales & Marketing Management*.

Special Issue: Zmac Information Manager

CompuServe Information Manager is available in a special edition for Zmac subscribers that automatically logs on to the Zmac service. The main feature of CIM, Zmac edition, is that the opening palette of icons is designed exclusively for the Zmac top menu. Click on one of the icons, and you'll automatically go to your favorite Zmac service.



Zee main menu: CIM Zmac

For instance, click on *MacWEEK News Beat*, and you can quickly see the headlines and get the week's Macintosh news. Or select one of the forums, such as the *MacWEEK* or *MacUser* Forum to ask a question or participate in the latest online debate. Click on DownTech or MacUser Power Tools to download the latest in Macintosh utilities, shareware and freeware.

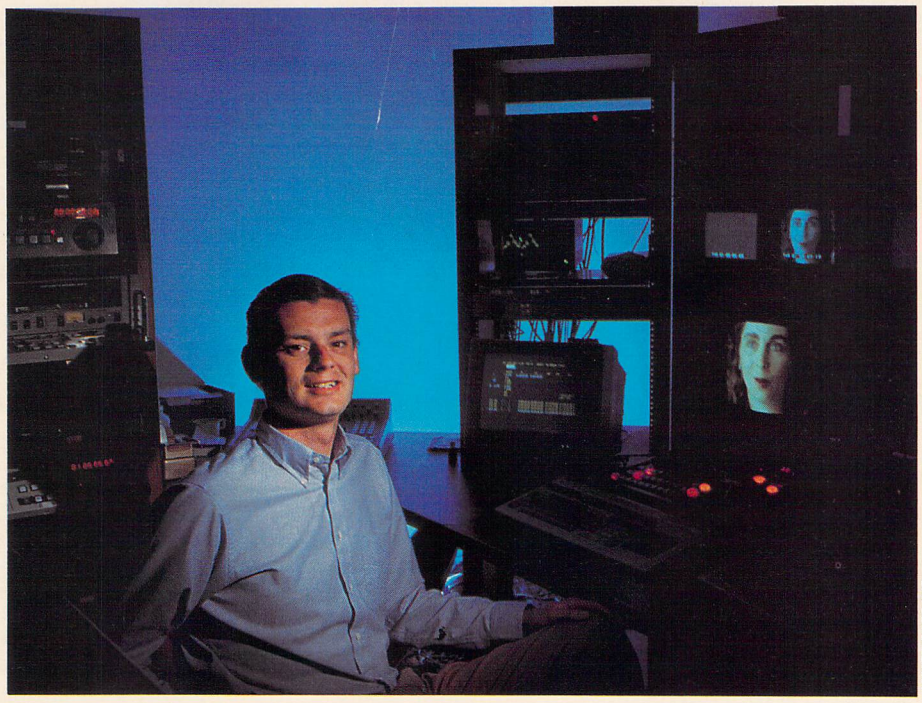
The Zmac edition of CIM was developed with the novice user in mind. "We wanted to provide a way for people who had not been on the service before to sign on as Zmac subscribers and have an interface that is easy to use," explains Ben Templin, Zmac manager. "CIM is rich in icons and provides an environment in which both first-time and power users can feel comfortable."

The program also can be used on the CompuServe Information Service. The main difference is that it will automatically log on to Zmac and display the Zmac icons. When you want to use one of the products or forums of the CompuServe Information Service, a new menu will pop up offering those selections.

Selling for just $3 (plus $2 shipping and handling), the Zmac edition of CIM can be ordered online by typing GO ZMACED (or GO ZMC:ZMACED from the CompuServe Information Service). Although it contains electronic help files, those users who would like a printed manual can order the Zmac edition of CIM with a manual for $10.

—*CC*

by Harry Green



JAMES CACCAVO

Told it to the *Advisor*: Bateman

Database Troubles? Ask the *Advisor*

Data Based Advisor Forum folk get straight, unbiased answers.

Compared to word processors and spreadsheets, database management systems have been rather colorless—until recently. Now there are dozens of products to pick from, and they run the gamut from simple list managers to client-server systems that rival some mainframe database systems in their complexity and power.

Where does a small-business person go for objective information about DBMS? Not to the developers, who have products to sell, nor to the software houses, which sell all the products but lack the expertise to analyze the application. And probably not even to the consultants, who tend to specialize in only one or two packages.

Michael Bateman, a post-production coordinator at Multimedia Studios in Los Angeles, learned the hard way. He spent several months learning a new database management package, only to find that it was unable to handle multiple indexes, which were key to his application. Frustrated, Bateman asked experts in his users' group which program to buy, but he could find no one with a broad range of expertise. He was on the verge of spending several hundred dollars for a consultant, when he discovered CompuServe's Data Based Advisor Forum (GO DBADVISOR). Operated by *Data Based Advisor* magazine, the forum is a place where novices and experts alike congregate to ask questions, share knowledge and debate database trends.

COMPUTING SERVICES

Within a few days of describing his application on the forum and posing the question of which system would meet his needs, Bateman's thread had swelled to more than 50 messages. The initial responses were directed to Bateman, but as the thread grew the discussion expanded to include debates on the right way to choose a program, the definition of an "expert" and, most important, merits of various database packages.

Kelly Gillespie, technical director for *Data Based Advisor* magazine, says although there are numerous other forums that cover database issues on CompuServe (see box on p. 27), most of them are product specific. In the Data Based Advisor Forum, Gillespie says, "since participants use a variety of products, you hear more than one side of any given issue." The third-party vendor support arrangement in the forum includes some 40 participating companies.

Not only do you find objectivity in the forum, you also find versatility. Many smaller database products and add-on packages aren't covered in the product-specific forums, but someone in the Data Based Advisor Forum is almost certain to know about them. For example, Mike Campos, a consultant for Olympic Business Computers in West New York, N.J., was looking for a database package written for a small moving company. Three hours after sending his initial query, he had an answer that otherwise could have taken hours to find as well as dozens of phone calls. Campos says, "the speed of response is usually excellent for someone who is [out in the field] all day."

What kind of experts inhabit the forum? You'll meet people who have never taken a computer class yet have become home-grown gurus on the computer language of their choice. You'll chat with people who have written best-selling computer books and some who run highly successful consulting businesses. You'll find technical experts from the leading database companies, and you'll find people who have never written a line of code and are seeking a guide through the database swamp.

When a user has a problem, the participants seem to thrive on studying the code or database structures in question. Many forum members include a sample of code in their messages, and the experts figure out the flaws in logic or syntax.

A CompuServe newcomer might question why consultants who demand high fees from their clients give their services away in the forum, but it's no different from other profes-

Favorite DBA Files

In the Data Based Advisor Forum's libraries, you'll find dozens of demos, full-featured shareware and utilities to help boost your productivity in database management applications. Here's a sampling of recommended files:

Demo of HyperFox, a hypertext system for FoxPro. This is a construction kit, written in FoxPro, for building object-oriented hypertext applications. Library 6, "Libraries & Add-ons," HYPERF.ZIP.

Look up ZIP codes for more than 41,000 US cities. ZIPCode/Clip, which includes source code, is compatible with Clipper, FoxPro, dBase or any X-Base application. Library 6, "Libraries & Add-ons," ZIPCOD.ZIP.

'Intelligent' structure and record-dumping program, DBFX allows any DBF file to be dumped to the screen or a text file. Self-extracting archive. Library 1, "X-Base (dBase)," DBFX11.COM.

Trial version of Scan-A-Lyzer 2.10, a DOS prompt utility for scanning and displaying the contents of a variety of X-Base files. Library 7, "Database Tools," SLR2AX.ZIP.

DBase Utility Listing describes more than 1,400 shareware utilities available for dBase and other X-Base programs, many through CompuServe. Library 7, "Database Tools," DBUT07.ZIP.

DBase Double Check utility locates and deletes duplicate records in X-Base databases. This shareware program locates exact, probable and possible duplicates, and supports a variety of search and output options. Library 7, "Database Tools," FLAG.ZIP.

Interface Accounting System collection of files, written in FoxPro, makes up a modular accounting system. Separate, independent modules are available for general ledger, accounts receivable, accounts payable and payroll functions. Library 8, "Database Applications," IASGL.EXE, IASINF.EXE, IASAP.EXE, IASAR.EXE, IASPR.EXE and MANUAL.EXE.

Personal finance program, EZ Finance, written in Clarion. Full-featured shareware. Automates routine finance functions such as check writing, record-keeping and more. Library 8, "Database Applications," EZF206.ZIP.

Norton Guide Reader shareware program for reading Norton Guide databases. Innovative memory management techniques allow this TSR to have a minimal impact on memory usage. Library 0, "General Information," MSIGDS.ZIP.

Clipper Bug Listing, a Norton Guide database and text file that describe a variety of Clipper 5.0 anomalies and work-arounds, garnered from CompuServe forums. Library 1, "X-Base (dBase)," CL514.ZIP.

Pop-up X-Base record access utility, Logger Generic includes print, search, add and edit functions, is network-ready, and includes both TSR and application versions. Library 1, "X-Base (dBase)," LGC103.ZIP.

Clipper Help File Builder, an executable file and documentation for creating context-sensitive help files for Clipper 5.0. Library 1, "X-Base (dBase)," MKHLP.ZIP.

Vendor Support Listing, comma-delimited file is a regularly updated listing of database vendor support areas on CompuServe. Library 0, "General Information," VENSUP.TXT.

—Jim Johnson

sional associations where people learn from one another. Like a well-attended conference, the give-and-take on the forum offers information and insights people would be hard-pressed to find close to home.

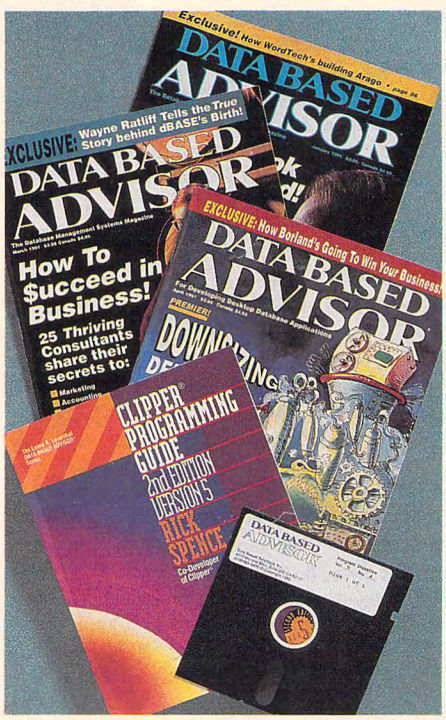
Although the majority of the forum's participants are programmers and software developers, there is plenty of room for non-professionals. Small-business users can tap a wealth of expert advice from developers, as well as other business users. This type of assistance can help you avoid costly mistakes when choosing products, when figuring out how to approach an application, or even when hiring a consultant.

A user from a Canadian company recently posed a series of questions on the merits of Borland's Paradox 3.5 versus X-Base for a library system. (X-Base is the generic term for Ashton-Tate's dBase and compatible products.) Within a few days several opinions were expressed, including suggestions of third-party products that simplified pull-down menus for Paradox.

Both novices and experts such as Fernando Villar like the forum's anomaly reports, which are accumulated lists of software bugs and work-arounds. Villar, a Brazilian programmer, experienced index and internal error problems with Clipper 5.0. He asked for direct help rather than perusing the libraries because communication surcharges from his country are high. Sysop David Frier came to the rescue five hours later with advice to download two files from Library 1, "X-Base (dBase)."

COMPUTING SERVICES

The forum's libraries contain demonstration database programs and other files for users to download. Since *Data Based Advisor* magazine publishes articles about database programming techniques, the forum offers lengthy sample applications so readers can see how the technique is put to work. Likewise, dozens of database vendors offer demonstration programs of their products, which are available in the forum's libraries. (See accompanying story for a list of popular files and programs.) Michael Bateman has been trying the demonstration packages in the libraries as he searches for the best DBMS for his application. "The best piece of advice I received from the forum," he says, "is that I should never buy anything without first seeing a working demonstration of it."



Delivers database dogma: *Advisor*

Another of the forum's attractions is Library 13, "DBA Source Code," where members can download code that appears in the *Data Based Advisor* magazine's monthly columns. Other areas exist for discussions of SQL and client-server arrangements, windows and graphics, and database tools. The Networks & Hardware Section helps database developers with their unique needs. For example, users ask about hardware ranging from printers to speech synthesizers and ask questions about using various database systems on local area networks. In Section 10, "Consulting/Business," consultants discuss aspects of their own businesses, such as how to handle a client who won't pay or how to

More Sources of Database Dope

While some database publishers support their products within the Data Based Advisor Forum, many others maintain separate forums or sections for their products. In addition, general and specific information on database software for individual platforms is included in hardware forums. If you'd like to have a direct connection to the publisher of your database software, check out one of the following areas:

Support for FoxPro and FoxBASE+ can be found in the Fox Software Forum. The libraries in this forum, managed by Fox Software, contain a high proportion of archived threads from the message areas, which can be of great help when researching a problem. GO FOXFORUM

Q&A users will want to stop in at the Symantec Applications Forum, where publishers of that Macintosh database program hold court. GO SYMFORUM

The Nantucket Forum is the place to go for help with Clipper. Nantucket Corp., which runs the forum, provides direct customer support through Message Section 2, "Clipper Programming." Other sections are devoted to users' groups, third-party products, and network issues. GO NANFORUM

4th Dimension and File Force are ACIUS' entries in the Macintosh database market. The five sysops of the ACIUS Forum are all either employees of the company or registered developers. GO ACIUS

DBase users can get assistance with any version of the program in Ashton-Tate's dBase Forum. There are many message sections and libraries available to provide information on templates, the dBase compiler and runtime version, third-party utilities, compatible databases and more. GO DBASE

Borland's technical support department is online in the Borland Database Products Forum. Users of Paradox and both Mac and IBM versions of Reflex will find rich pickings in the libraries here, as well as excellent advice from the Borland staff and outside experts. GO BORDB

The Oracle Support Forum is the place for Oracle customer support. Each platform that supports Oracle has its own message section and library. The sysops are all either Oracle employees, or members of the International Oracle Users Group. GO ORACLE

Software Publishing Corp.'s Professional File is supported in Section 2, "Professional File," of the Software Publishing Forum. GO SPCFORUM

Users of other MS-DOS database products should check out Library 3, "DBMS," in the IBM Applications Forum. Here you'll find discussions of several commercial products, such as DataEase, along with downloadable shareware and freeware data management programs such as Wampum and File Express. GO IBMAPP

Macintosh database users will find a haven in Section 3, "Databases," of the Macintosh Applications Forum, where users debate the merits of various programs. Those who use HyperCard for their data management needs should check out the Personal Databases Library in the HyperCard Forum. GO MACAP, GO APPHYPER

—Jim Johnson

market their services.

For those who wish to learn more about databases, the DB Study Group offers a unique resource. This group, which meets in Section 11, has been studying chapters in a book about the basics of relational database management systems, asking questions and discussing issues raised in the book. Greg Evans, co-moderator of the group, says the original idea was "to help people learn how to follow the relational model of database management and to clean up our programming a bit." The objective sounds benign, but the debate is anything but passive. If you'd enjoy a lively discussion about database semantics, this is the place to find it.

The upshot, according to Gillespie, is that when people come to the Data Based Advisor Forum they usually get the answers they're seeking, and for which they'd pay dearly if they had a consultant on contract. Value-added resellers and system integrators get the chance to shine in their areas of expertise, bone up on dealing with users, and even find the occasional database consulting job. Vendors gain a better understanding of the database market from the uninhibited comments of users and programmers. When novices find the database information they need, everyone benefits.

Harry Green is president of Pacific Netcom Inc., a Portland, Ore., firm that consults with businesses on using office automation and telecommunications to improve productivity. His CompuServe User ID number is 70007,431.

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GO QLI for more information.

by Mike Pietruk

You Make the Call

Options trading offers the potential of multiplying money quickly, but beware the inherent pitfalls.

"I think of options as guerrilla warfare. Use them only when you feel certain of winning. If you're wrong, you die. Worthless death. No second chances."
—Richard Lees, Investors' Forum member and options trader

MONEY MATTERS

CM's Money Matters Credo:
To the casual and serious investor alike, we vow to provide sanity when the bulls and bears run wild; indeed to explain and inform. Where money matters, we'll provide the means of attaining discretion and thus the better part of financial valor.

▼
Out on an Investment Limb
▼
Options Services, Page 30

When Richard Lees informed Investors' Forum (GO INVFORUM) members of his intention to purchase call options on Apple Computer last autumn, he was met with unrestrained skepticism.

Experienced traders such as New Jersey stock and options broker Chris Lane, a 20-year veteran of the business, attempted in vain to warn the Los Angeles screenwriter and novelist of the inherent pitfalls of speculating. Indeed, Lees understood the possibility that he might lose every penny of his speculation if the stock's price failed to move in the right direction quickly enough.

But it is the lure of substantial rewards in a short period of time that draws investors to the options and even more volatile futures markets. In the end, this potential outweighs the danger. Such was the temptation not only for Lees, but also for several other Investors' Forum members.

Lees pursued his desire to make substantial gains in a short time on what limited monies he had to invest. "I was always intrigued by the idea of purchasing stocks whose prices had been beaten down. But how much could I gain when there was no way I could afford more than perhaps 50 or 100 shares of a $50 security?"

Lees had been a long-term investor for years; so, while he switched his primary time horizon from long-term to short-term gains, his analytical methods remained unchanged. "I continued focusing on the company's fundamentals and chart patterns," he says. "Instead of outright buying or shorting, I now take advantage of these situations with call or put options."

A *call option* gives its purchaser the guaranteed privilege of buying ("calling") a given number of shares of a security at a stated price for an indicated period of time. A *put option* gives its holder the ability to sell ("put") a given number of shares at a specified price for an indicated length of time.

One such opportunity surfaced early last October. "I'm a Macintosh fanatic and power user," notes Lees, "and I was aware of the massive build-up of sentiment in the Mac community over the introduction of Apple's low-cost computer."

He went into stores, read everything he could and was convinced more than ever that the introduction would be an unqualified success. He also noticed that the stock had fallen into the 20s from its year-long $32 to

Hints for Options Trading

For those who find the lure of big dollar signs too enticing, futures trader and entrepreneur Roger Tompkins, who plans to publish an advisory letter, offers some hard-learned hints:

1. Don't commit funds without knowing what you are doing or blindly relying on someone else. Read, study and talk to others who have dared before you.

2. Never fall into the trap that success breeds success.

3. Develop a large capacity of self-discipline, never forgetting that you're human and can lose that self-control in a heartbeat.

4. Resist the temptation of establishing positions so large that a loss would prevent you from playing for the same stakes.

5. Never take a position you've not thoroughly studied. Always determine target objectives and stop-loss points. In other words, have your plan in place before committing dollars.

$41 trading range. "Analysts were quoting from lunacy about Windows for the IBM taking the Mac out of the marketplace all together," says Lees. "Everyone, including many Investors' Forum members, argued that the computer sector was finished for the foreseeable future."

Acting on his contrary instincts backed by research and analysis, Lees bought a handful of Jan. 30 calls each representing the right to buy 100 shares of Apple Computer at $30 through the third Friday of January 1991 at 2.5 ($250 for each 100-share option contract).

Lees' observations were right on target as Apple's stock steadily climbed more than 35 percent in the ensuing eight weeks. His options contracts meanwhile quintupled in value.

Moreover, to the amazement of forum members, Lees' approach of selecting options by observing the world around him continues to display phenomenal results in firms such as Niche, Paramount, Microsoft and The Limited. "In an odd way," he concludes, "it seems safer to take the option route when I feel absolutely certain a move is imminent. The potential for profit more than outweighs the risk of forfeiting a couple hundred dollars I spend for the option."

A gambler at heart, Jason Moncrief, a Bayonne, N.J., auto repair shop owner, began, nearly two years ago, dabbling in the even more leveraged futures markets, where commodities and financial assets are traded under contracts to deliver certain amounts of specified items at specified future dates. (The contract seller agrees to make the specified future delivery, and the buyer agrees to accept.)

To get started, Moncrief bought the latest software, opened a futures brokerage account and doubled his money in a span of three months trading the Japanese Yen. Then, like many who get carried away by their successes, Moncrief started to double and triple his trades on margin and lost everything in a single afternoon. Fortunately, Moncrief took the painful lesson to heart and began, as Canyon, Texas, commodity broker Barry Evans calls it, practicing sound money management.

"The most important thing I tell my speculator customers," says Evans, "is that they must control risk. This entails entering strategic stop loss points at which you close out a position if you miscalculated the market, diversifying your portfolio and avoiding overtrading."

Moncrief found invaluable the wisdom contained in such books as Jack Schwager's *Market Wizards: Interviews with Top Traders* (Institute of Finance, 1989). Then, applying the technical tools of Equis International's MetaStock Professional software for the IBM, supported by the company in the Investors' Forum, and the trading signals generated by the Essex Eurotrader software system, he re-entered the futures arena with renewed confidence.

"Today I trade no more than one contract of any commodity at any one time," he remarks. "By diversifying and not pyramiding, I'm able to sustain hits without financial or emotional paralysis."

Control is just as vital in options. Lane stresses that his trader customers not put more money on the table than they would be willing to take to Atlantic City. "In either case, you'll probably come home with the same amount," he says.

GO OLI for more information.

Options and Futures Services Online

Profitable trading requires having a finger on the information pulse. CompuServe assists options and futures traders daily with what they need.

Current Day Quotes (GO QQUOTES) furnishes individual 15-minute-delayed (as required by the exchanges) prices throughout the day. See Investors' Forum (GO INVFORUM) Library 3, "Options Trading," file QUOTES.OPT for an explanation of how to construct option ticker symbols.

Single Issue Pricing (GO PRICES) and Data Retrieval (GO MQDATA) are your authoritative sources for historical prices and volumes on open contracts when assessing volatility and liquidity.

MQDATA's Option 3, "Data Retrieval," taps into a storehouse of vital statistics sought by investors and speculators alike. Among option specific items carried are exercise price, expiration date and the hard-to-find open interest (number of outstanding contracts) figures.

With MQDATA, specify only the items required or request a complete printout of available information. The choice, as well as the order of display, is yours. Output can be customized for direct importation into a spreadsheet or database management package.

Options Price Profile (GO OPRICE) gives closing and marking prices of all put and calls for any trading day within the past three months. The OPRICE report format is similar to that seen in options tables found in major daily newspaper business sections.

Commodity Pricing (GO CPRICE), a comprehensive informational database going back to 1979, provides financial and currency futures information as well as information on metals, petroleum and agricultural contracts. Updated each day by 6 p.m. ET, quotes include open, high, low and settling prices along with cash, volume and open interest on a next-day basis. The data, supplied by MJK Associates, includes contracts on US and Canadian exchanges. GO CSYMBOLS for assistance in locating needed ticker symbols.

Herman Communications' News-A-Tron (GO NAT) contains daily market commentary and analysis. Surveyed are markets in grains, precious metals, foreign exchange, petroleum products and analysis of major market indexes.

Two types of reports are presented. Market reports offer news, features and cash quotes for selected commodities, interest rates and financial instruments. Stock indexes, analysis and news reports supply analyses and quotes for the major stock market indexes.

Agri-Commodities (GO ACI) publishes "Futures Focus" each Friday afternoon. Every weekly issue spotlights the proprietary TSF trading system, specific recommendations, a market overview and tips on how to improve one's performance.

—MP

MONEY MATTERS

Lane admits that few listen, and the majority who don't are taught the hard way. Part of the problem is that many jump in head first without understanding the instrument.

"When you purchase a call or put, you are wagering on a directional price change of a stock or index," Lane explains. "The trouble of betting via options is that it's not enough to be right—but you have to be very right in a very short period of time."

Roger Tompkins spends his day glued to a quote monitor trading US Treasury bond futures from his Stone Mountain, Ga., office. This entrepreneur, who has bought and sold some 43 businesses during the past three decades, considers none of his investment portfolio dedicated to futures.

His advice—gained from nine years of trading to those considering it—is, "Quickly look at something else."

Lane advises his clients to know every parameter of their trade before putting money down. "My clients who succeed make their own decisions. They use me to confirm information or to check on a contract's liquidity as represented by open interest (the number of contracts potentially available for trade)."

One who did his homework first was Jay Phelps. Employed on and off since high school in the family's Indianapolis real-estate business, he turned to the financial markets for something that might provide faster gratification. He began examining stocks, but they too seemed slow for his temperament. He then went on to reading about futures and options, trying his hand at paper trading.

"Commodities ended up scaring me to death," he recalls. "I could not sleep at night knowing that one trade might mean financial ruin."

Options, on the other hand, appeared to be a happy blend of volatile fast-paced action with superior reward potential, confining risk to that which is put up.

Unlike the experience of Moncrief and Lees, Phelps' first trades were disasters. "I frankly didn't know what I was doing and got burned," he acknowledges.

Like most who survive, Phelps paid his dues, learning from his errors. In fact, one of his early trades, which he delights in sharing with forum members, didn't make any money.

Late in May 1989, he purchased, for 2.75 ($275), June 305 calls on the Standard & Poor's 100 (OEX) market index anticipating a move to the upside so he could dispose of them in the mid-3s. As is so often the case, the market failed to co-operate with the option bouncing back and forth in a trading range between 2.25 and 2.75.

"I took the hint," remembers Phelps as he headed for the safe harbor of the sidelines. "And I sure have no regrets as the contract immediately tumbled from 2.75 to close that day at 1.375. I was ecstatic, and it taught me to immediately step aside if things don't follow your plan."

Lane leaves the beginner with some final sobering words: "These instruments are not a way to get rich quick. They are among the world's fastest means to lose money—along with slot machines, horse races and lotteries. If you don't know what you are doing, these markets are akin to playing an electronic arcade game where you can get zapped even when doing nothing."

Mike Pietruk is a forum manager of CompuServe's Investors' Forum. His CompuServe User ID number is 76703,4346.

Investors' Forum Files

The Investors' Forum libraries are packed with text files and software related to options trading.

Library 15, "The Novice Investor"

Leveraged trading discussion shows how buying stocks on margin, options and commodities can bring gigantic profits or financial devastation. LEVER.THD

Library 3, "Options Trading"

A list of books that member Ken Thompson has found useful. Brief descriptions of each title are included. OPTLIB.TXT

How are contracts created? Why do some options seem more liquid than others? Why do open interest figures constantly change? This thread responds to these and other related questions on the subject of "how options are born." OPTNEW.THD

The excitement, mistakes and pitfalls associated with options are reviewed in this thread. OPT.THD

Options pros and cons discussed from retail and floor trader perspectives. Order mechanics explored. Learn differences between American- and European-style contracts as well as the connection between option value and stock dividend payouts. OPTION.THD

Valuation program for stock, commodity and index options. Computes days to expiration, values, difference from price, delta and implied volatility. Runs on IBM and compatibles. CV62.ARC

Library 4, "Commodities/Metals"

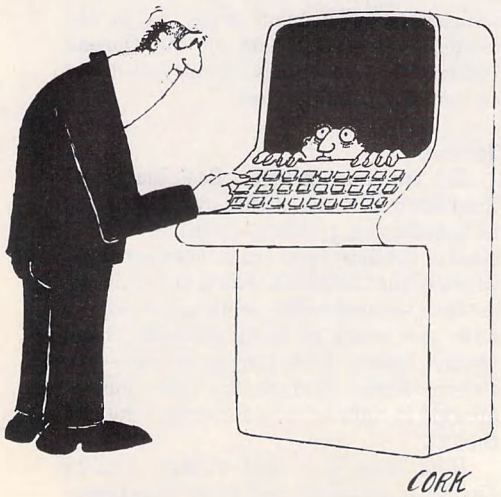
Unedited copy of "Before the Chartbook," an article that appeared in the November 1988 issue of *Technical Analysis of Stocks and Commodities*. Contributed by the author, Raymond Kaider, a Chicago broker and commodity trading advisor, this article explores the common pitfalls encountered in the futures and options markets. B4CHT.TXT

Noted advisor and trader Larry Williams speaks out about two motivating factors of trading—fear and greed—and how to remove them from your decision-making process. FEAR.TXT

Program for IBM and compatibles that tracks and plots commodity spreads. Good for the beginner. The help menu provides a description of the different types of trades possible. COMWAT.ARC

IBM program to assist the currency futures trader in determining support and resistance levels. Includes indicators such as relative strength, moving averages and Fibonacci numbers. PSTAR.ZIP

—MP



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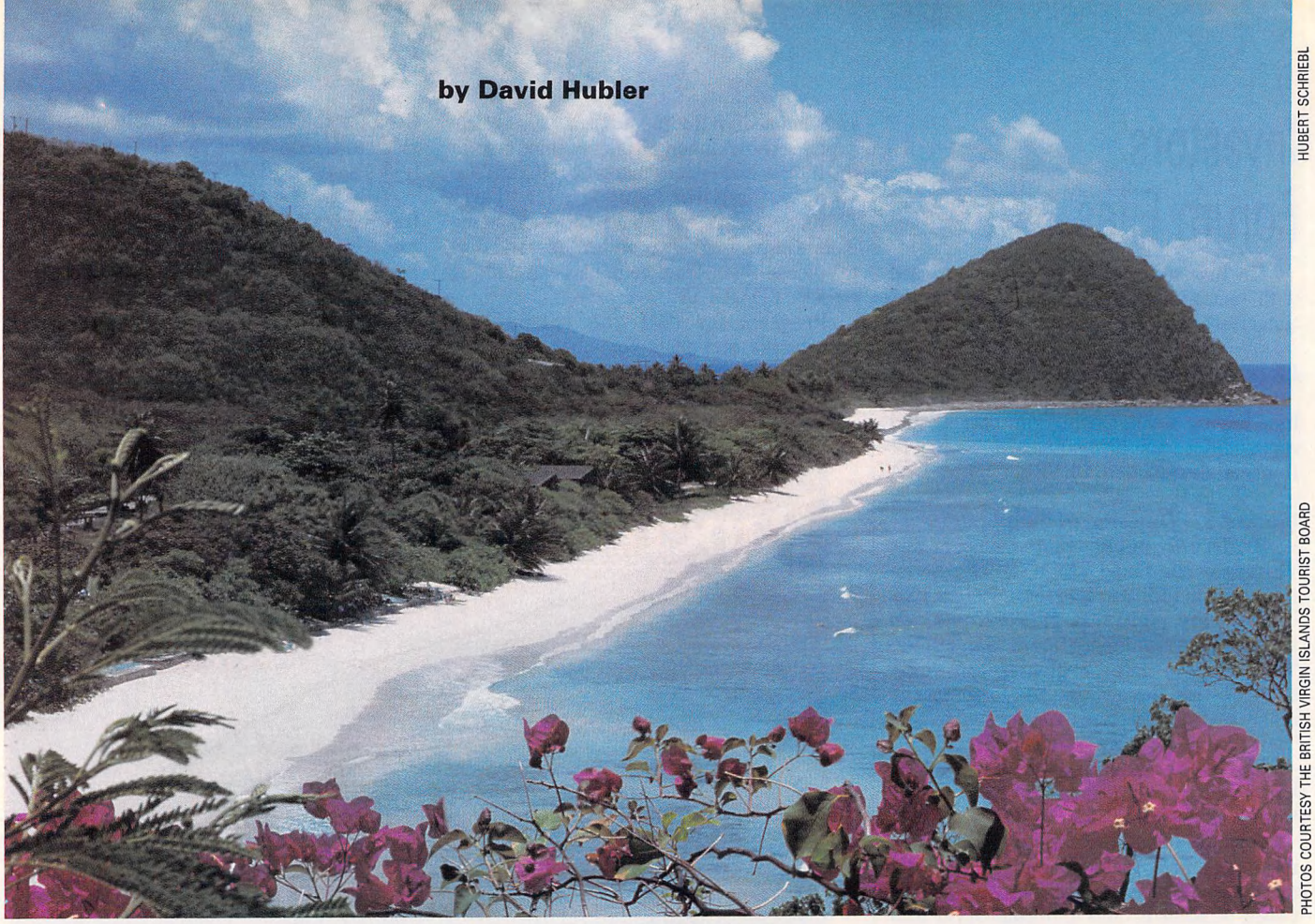
by David Hubler



HUBERT SCHRIEBL

PHOTOS COURTESY THE BRITISH VIRGIN ISLANDS TOURIST BOARD

Dazzling white sand and crystal clear water ring the islands: Long Bay, British Virgin Islands

Caribbean Sirens

Paradise overrun isn't much fun, but the British Virgin Islands are serene and unspoiled.

If your ideal Caribbean vacation is mile after mile of high-rise hotels, packed beaches, natives hawking trinkets every step, crammed tour buses from dawn to dusk, night clubs, casinos and glitzy cabarets, then don't come to the British Virgin Islands. Here you'll find uncrowded beaches, sheltered tropical coves and grottoes, promontories from which to espy neighboring isles, offshore sunken hulls and, above all, solitude.

Located 60 miles east of Puerto Rico, the BVI are divided by the Sir Francis Drake Channel, which, thanks to the prevailing winds, offers some of the finest sailing in the world. Of the more than 50 British isles, only a handful are inhabited, primarily Tortola, the largest in which many of the 12,000 native islanders live, Virgin Gorda (population: 1,000) and Anegada (population: 100). The rest are mostly uninhabited, ready for hikers, explorers, beachcombers and holiday sailors putting ashore for sunbathing, picnics or a solitary stroll along a deserted milk-white beach.

Almost as soon as your plane touches down at Beef Island International Airport near Tortola, you'll notice that the BVI have ties to both the mother country and the United States. After clearing British customs, you'll discover that the official currency is the US dollar. And on the way to Road Town, you'll see that virtually all local vehicles have left-hand drive, as in the United States. But here on the Queen's highways her rules apply, so everyone drives on the left side of the road.

Tortola

The two-lane road from Beef Island into Road Town rolls and pitches over high green hills along the southern coastline, offering some of the most spectacular seascapes anywhere in the Caribbean. Far below, sailboats dot the U-shaped harbor while above tropical birds soar easily on the tradewinds. Small wooden houses with corrugated roofs and cisterns thrust through the thick foliage, growing in number as you approach the BVI capital.

Road Town is a small village, even by Caribbean standards, and bears little resem-

TRAVEL

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Bring us your tired, your weary, your forlorn spirits and we pledge to ship you out to London, Tokyo, Budapest, maybe even a Wyoming dude ranch. Lengthy luxuries, quick-hit getaways and memories guaranteed.

▼
Caves, Coves and a Total Wreck
▼
Under-the-Sea Pix, page 36

blance to its much busier American counterpart, Charlotte Amalie on St. Thomas. Most shops are about a block inland from the meandering port cut deep into the southern side of the island.

It's fun to wander on foot through the narrow streets that rise from the harbor area. There you'll find the outdoor market, the botanical gardens and Government House, the seat of the BVI government. Stop in at the Virgin Islands Folk Museum on Main Street for a display of artifacts, including some from the pre-Columbian period.

Road Town days are slow-paced, and that means no one will hassle you to buy. Shopkeepers are friendly, not pushy. In truth, little happens under the hot sun. But at night, sooner or later everyone is drawn to the Fort Burt Hotel's open-air disco, where reggae music wafts across the harbor. When the disco closes late at night, the crowd heads *en masse* across the street to the Paradise Pub, great for authentic West Indies music and food, as well as English draft beer.

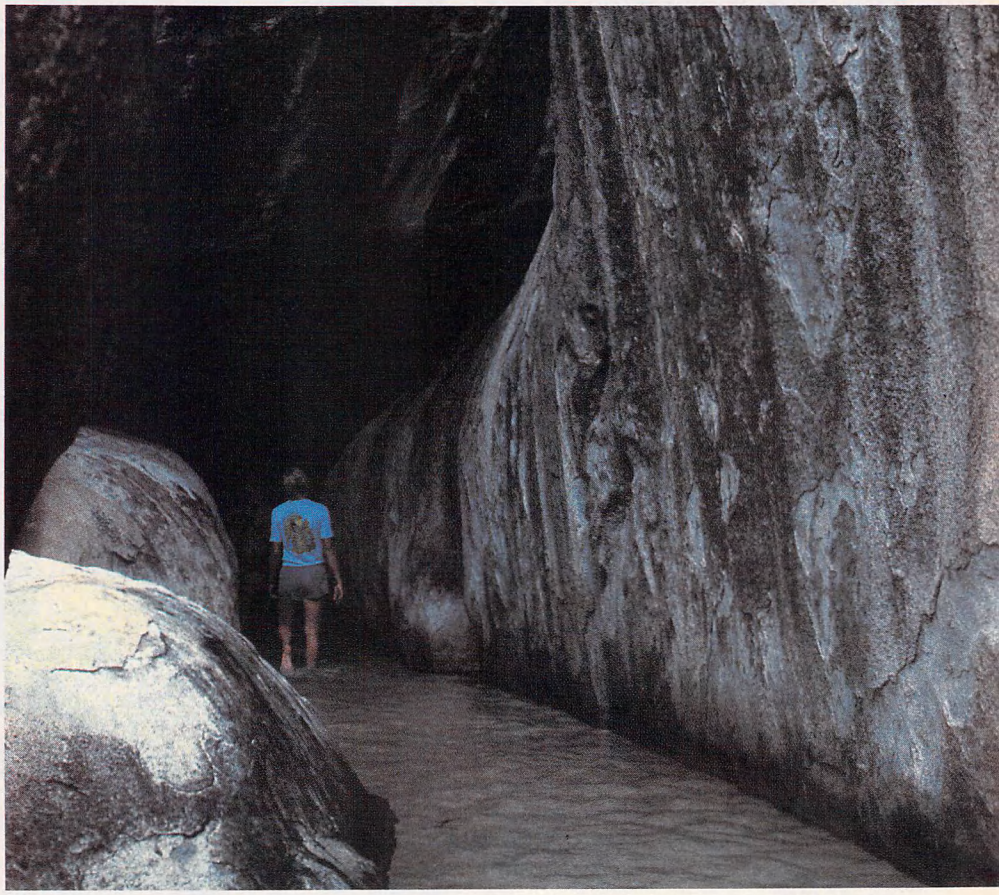
Tortola has some excellent restaurants. The Fort Burt Hotel (809/494-2587) is often cited as the best in Road Town. It's a little pricey, but well worth it. Nearby are the Treasure Isle Hotel (809/494-2501) and the Prospect Reef Resort, where succulent crablegs are the house specialty. Peg Leg Landing at the Ramada Nanny Cay Resort (809/495-4895) is less formal, more boisterous and a lot of fun. It combines good food, rustic seafaring decor and a commanding view of the yacht basin below. Another favorite is the Sugar Mill Hotel at Apple Bay (809/495-4355). Owners Jeff and Jinx Morgan are noted wine and food writers, and their expertise is abundantly evident at their dinner table.

The best way to enjoy the Virgin Islands is to charter a boat on Tortola and sail leisurely among them, stopping here and there at fully equipped marinas and resorts, or simply dropping anchor in some secluded cove. Bare-boating is the most popular way to go. The term refers to the fact that the vessel is chartered without crew or provisions. Experienced sailors will opt to captain themselves, but landlubbers will require a crew, usually of two, who will see to the vessel's outfitting and sailing. Ample provisioners and charter firms are located on Tortola, but you should make your boating reservations as far in advance as possible, especially in winter, the tourist season.

Virgin Gorda

On Virgin Gorda's southwest shore is a grouping of crystal-clear aquamarine grottoes and underwater caves, called The Baths, created thousands of years ago when a volcanic cataclysm tossed giant granite boulders together, much as a child would pile pebbles on the beach. Drop anchor just offshore for a few hours' diving, with the only sound the echo of your movement among the large gray stones.

The Baths' solemn beauty: Aquamarine grottoes and underwater caves



Subterranean splendor: The Baths

Sail for the far side of Virgin Gorda, past the tiny, uninhabited Dog isles—West Dog, Great Dog, George Dog and Seal Dogs—through the narrow channel between Virgin Gorda and Mosquito Island, site of Drake's Anchorage, a small hotel renowned for its delicious chocolate mousse. Due north lies Anegada, the BVI's only coral isle, which is so flat it's barely visible on the horizon. It is ideal for solitary walks along its 20 miles of white sands. While you may encounter a few of the islanders who live there, you're more likely to come across Anegada's rare rock iguana, which outnumber the human population two to one.

There are a number of fine hotels on Virgin Gorda, second largest of the BVI, but you have to look hard to find them. They seem to be located as far from each other as possible, adding to the sense of tropical isolation that the BVI celebrate. Buffet breakfasts at harborside, organized regattas, champagne sails and nighttime snorkeling make the Bitter End Yacht Club (809/494-

2746) a good port of call for the active set.

The Trade Winds (809/494-3154), a group of intimate hillside chalets overlooking a scenic yacht-filled harbor, offers another safe haven for sailors and landlubbers. Walk about a mile around the sandy bend and you'll come to Biras Creek (809/494-3555), an even more secluded hotel that provides its guests with bicycles to explore the sprawling seaside property.

There's something for every price range on Virgin Gorda. At one end is Fischer's Cove Beach (809/495-5252), a moderately priced hotel with authentic West Indian food and a lively disco that's filled each night with swaying bodies and island music. Lovers of formality and old world elegance go to Little Dix Bay (809/495-5555), the luxury resort that caters mainly to CEOs and execs on their way up the corporate ladder. It's also a romantic honeymoon spot. (Reservations are a must; choice weeks are reserved at least a year in advance and are as coveted as 50-yard-line Super Bowl tickets.)

Easter weekend is festival time on Virgin Gorda. Island bands play nearly 'round-the-clock, and on Easter Sunday a festival queen is chosen to reign over the parade on Easter Monday.

Virgin Gorda is also a good place to sample native cuisine. Try the Lobster Pot (809/495-5252) at Andy's Château de Pirate on St. Thomas Bay, Teacher Ilma's (809/495-5355) in the valley at Princess Quarters or the Wheelhouse (809/495-5230) at the Ocean View Hotel.

Salt Island, once a regular port of call of ships taking on salt to preserve food supplies, is the final resting place of the *RMS Rhone*. The BVI's most famous shipwreck occurred during a hurricane in 1867 when the mail packet with her 313 passengers and crew crashed into Black Rock Point. She split in two and sank in about 80 feet of water. Both halves remain well-preserved on a sandy bottom, and are now home to many species of fish and coral.

The *Rhone* is perfect for a two-tank scuba dive. But if you're a snorkeler, head for what many say is the biggest and best snorkeling in the BVI, Deadman's Bay on the eastern end of Peter Island. It takes its name from Dead Man's Chest, a tiny uninhabited isle a half-mile offshore, where, local legend has it, the pirate Bluebeard marooned some of his men with only a sword and one bottle of rum, giving rise to the old pirate refrain, "15 men on a deadman's chest, yo-ho-ho and a bottle of rum."

The nearby Peter Island Yacht Club (809/346-4451) has one of the most picturesque beaches in the BVI, as well as some of the most impressive views from its high slope.

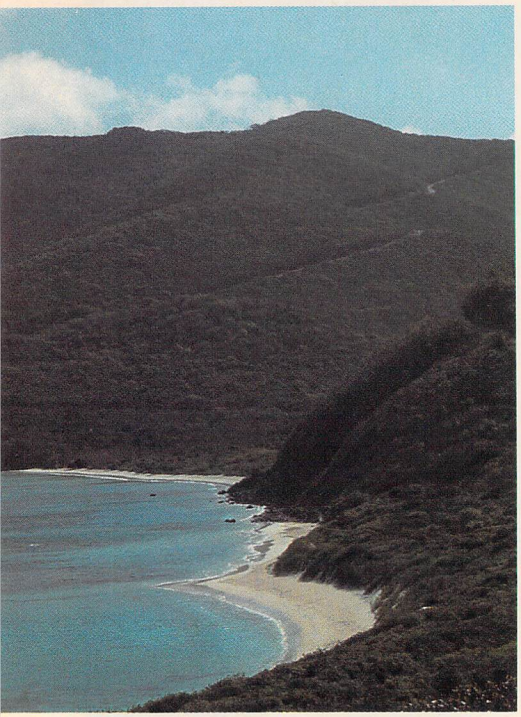
Shopping the Islands

Although the British are said to be a nation of shopkeepers, their BVI counterparts are not. Shopping for souvenirs ranges from poor to disappointing. The shops in Road Town have basic tourist fare, but you won't find the fine British-made goods that are available, for example, on Bermuda and Barbados.

The "must" buy in the BVI is Pusser's (pronounced "Purser's") rum, and the best

Quickie Travel Guide

The BVI season runs from Dec. 15 to April 15; off season rates are lower, of course, but the British Virgins are not the spot for bargain basement vacations. American Airlines and other major carriers service San Juan and St. Thomas. From there, Air BVI and American Eagle Commuter Service have regularly scheduled flights to Beef Island. Flying time is only 25 minutes. Proof of US citizenship is required. A local fishing license is required for all non-British Virgin Islanders and can be obtained at the Fisheries Division in Road Town (Tel.: 43429). Cruising and driver's permits are also required, and can be arranged through the yacht charter and auto rental offices. For rentals, charters and hotel reservations, consult the British Virgin Islands Tourist Board, 370 Lexington Ave., New York, NY 10017 212/696-0400, or CompuServe online databases (GO TRAVEL).



A deserted beach in Savannah Bay: Virgin Gorda

place to get it is at the Pusser's Company Store and Pub on Main Street in Road Town. The rum is the one served by the Royal Navy aboard its ships for hundreds of years, and it comes in colorful Staffordshire porcelain flagons and decanters. The store has lots of other items, too, such as clothing and accessories, some quite pricey and all sporting the Pusser's logo.

But if it's baubles and booze you're after, better to hop one of the regularly scheduled ferries that link Road Town and the West End of Tortola with St. Thomas, where duty-free shops line the streets of Charlotte Amalie. The BVI government allows purchases made in the American islands to be imported duty-free.

You'll find plenty of shops girding the harbor between Waterfront highway and Dronningen's Gade, also known as Main Street. But bargains aren't plentiful; they must be sought out.

Try A.H. Riise Gift and Liquor Stores located in a historic Danish warehouse stretching from the waterfront to Main Street. They've been in business more than 115 years. Amsterdam Sauer, Down Island Traders, H. Stern, Cardow's and Louis Vuitton are also worthwhile stops on Blackbeard's Hill.

Don't leave without visiting Blackbeard's Castle, said to be one of the oldest historical structures in all of the Virgin Islands. Also worth a peek are 19th-century painter Camille Pissaro's home on Back Street and the second oldest synagogue in the Western hemisphere on Crystal Gade on Synagogue Hill. And Coral World near Red Hook Marina offers one of the best underwater shows anywhere. It's well worth the 25-minute taxi trip from the center of Charlotte Amalie.

David Hubler is a free-lance travel writer based in Annandale, Va.

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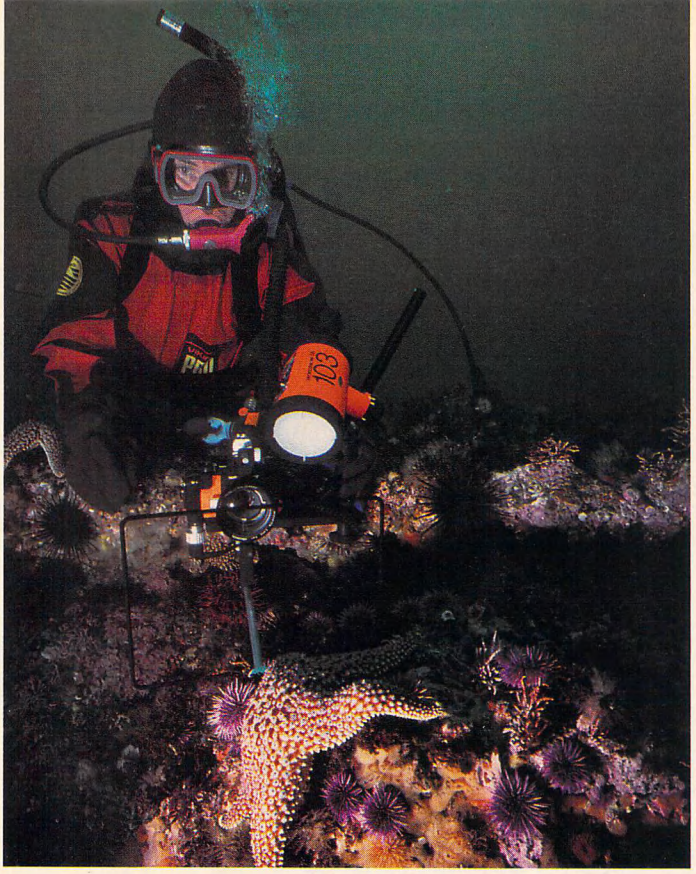
by Maura J. Mackowski



STEVE BARSKY.

If it moves, shoot: Reef photography

Point, Shoot and Avoid the Eels

Scuba Forum members submit tips for under-the-sea photography.

Whether it was the pirate treasure or the man-eating octopi, it didn't take many reruns of *Sea Hunt* to help Steve Barsky choose a career in underwater photography.

He took his first scuba lesson at age 13, then used a Kodak Instamatic to snap a junior-high science project: a family of pool-dwelling mice. From there it was off to the University of California at Santa Barbara and a master's thesis on underwater helmet-mounted video systems, then on to the North Sea, the Caribbean, the Gulf of Mexico, and finally back to Bakersfield, Calif., taking underwater photos for oil drillers and others.

The mice are retired now but Barsky is still at it, taking pictures, writing, and hanging out on his days off in the Scuba Forum (GO SCUBA). There are other photographers there, too, talking about the latest in diving physics, camera equipment, computers, and waterproof housings.

"I monitor what's happening in diving at least once a week," Barsky says. "And I've downloaded all of the video files from the library, because I plan to buy an underwater video system this year."

Video is definitely the hot topic in the Scuba Forum libraries right now. Dick Jacoby, who teaches underwater still and video photography for several Illinois schools and the Shedd Aquarium in Chicago, says video is perfect for the occasional diver who wants to remember that once-in-a-lifetime Caribbean vacation. "Video is easier," he says, "more automatic. Things are moving, so even if it's not entirely in focus you can still get the feel of a scene. That three-dimensional feeling is what diving is all about."

Barsky and Jacoby admit the hobby is not a cheap one, at least initially. A simple soft camera housing, suitable for shallow diving, runs at least $200. Rugged housings for greater depths are more than $500, not including camera and strobe.

If it's your first and possibly only dive, Jacoby suggests you not even bother with the heavy-duty gear. "Kodak and Fuji make underwater disposable cameras good to about 15 feet," he says. "That's where the light is anyway. Those cameras are great for snorkeling."

The most important key to getting great underwater photos is to pick a place where there's something to shoot. For that, Scuba Forum members download trip descriptions from the libraries or post messages for feedback on whatever fresh- or saltwater location they have in mind.

James Flonacher logs on for news about scuba instrumentation and diving physiology, and also to find out where other CompuServe users have been

Dive! Dive! Into the Scuba Forum's Files

The library files in the Scuba Forum have a lot more to offer than just photography tips. Trip reports, medical data, information on commercial diving schools, and reviews of the newest hardware and software are uploaded by professional and amateur divers alike. Here are a few of the files you'll want to download before your next trip:

- VIDCHO.TXT offers selection criteria for choosing the best underwater video systems, and VIDHOU.TXT is a list of camera housing manufacturers. Both are in Library 7, "U.W. Photo & Video." MORDER.NEW in Library 5, "Scuba Equipment," will help you buy the rest of your gear inexpensively via mail.
- Picking a place to go? There are dozens of trip reports in several libraries. DOLPHI, in Library 1, "General Topics," tells you where to go to swim with dolphins. Library 3, "US Dive Sites," has LENGIN.TXT, a description of diving the *Lady Elgin* shipwreck off Chicago's shore; SOCAL.TXT, a description of diving in the Los Angeles area; and BONNE.TXT, for those who want to try cave diving in Missouri. Library 4, "Non-US Sites," describes trips to the Caymans, Baja California, the Red Sea, the Philippines and Micronesia. Check out QNLAW.TXT to discover what it's like to dive from a 105-foot trimarine anchored in the British Virgin Islands. If you want to go easy on the wallet, Library 10, "Snorkeling," offers SNRKLW.ERE, tips on where to go and how to get started snorkeling.
- There's also plenty of advice on ensuring a safe trip. AIRAST.TXT in Library 1 is a thread on breathing techniques, buoyancy and oxygen consumption rates. EARLY.OFT in Library 11, "DAN/Diving Medicine," tells you what to do about stuffy ears, a common complaint of divers, snorkelers and swimmers. METR91.TXT, currently in Library 5, discusses the latest diving computers.

diving lately. "The travel reports are one of the sources I rely on most," he says. "I have four disks full of write-ups." An underwater police photographer and paramedic in Peoria, Arizona, Flonacher usually heads for the San Clemente Islands off the California coasts to take snapshots of the kelp forests and other sea life.

TRAVEL

"Without a doubt, though, my favorite place to dive is the Cayman Islands," Flonacher says. "It has the two things you need: easy water and animal life. If you're starting out, you don't need a challenge with the diving itself. The water is warm and there's little current, but there are so many fish you can hardly see in front of your mask. There's yellowtail and huge stingrays that come right up to you and let you pet them. They just want to be fed."

Jacoby likes the Caribbean, too; anywhere the phone doesn't ring and the water isn't crowded. His favorite permutation is boat diving, defined as "just getting up, eating and falling off the boat."

For land destinations, he has two recommendations: "Dominica, in the Antilles, has gorgeous lush forests, 4,000-foot mountains, waterfalls and boiling lakes," he says. "Cayman Brac, south of Cuba, is very small, isn't that popular yet, and has a lot of good diving."

Travel reports can also tell you which spots to avoid, Barsky adds. "Different resorts have different restrictions on diving," he says. "For example, some require you to dive with a group, which is terrible for the serious photographer, as the other divers will stir up the bottom, and ruin the lighting."

All three team with their spouses as diving buddies. Having a regular model is something Barsky recommends. "Images where a diver is doing something, such as using a video camera or recovering treasure, are much more salable. The big advantage to working with the same model is that he or she may understand what you are trying to do. You can also review your images after the dive and reshoot, if needed, more easily."

Barsky has been diving in the British Virgin Islands, and especially recommends it if you've always dreamed of your own sea hunt through a sunken ship. "The best part of diving the BVI is the wreck of the *Rhone*," he says. "The *Rhone* was a royal mail steamer that wrecked there in 1867. It's 310 feet long, and has cannons and other recognizable features. It still looks like a ship—most wrecks don't—and was used as the backdrop for filming *The Deep*. I could have made 20 dives on that ship and not been satisfied."

STEVE BARSKY

A crustacean photo opportunity

Maura J. Mackowski is a free-lance writer based in St. Louis. Her CompuServe User Id number is 76004,2243.

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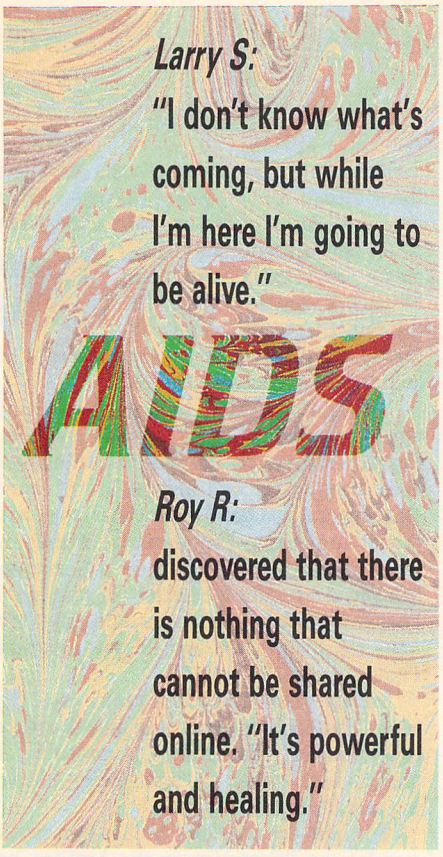
by Jenifer Rueff

Life After AIDS



Those who have dealt with the shock of HIV-positivity get on with living in an HSX Forum.

More than 160,000 people have been diagnosed with AIDS in the United States. Some 100,000 of those are now dead. The Centers for Disease Control (CDC) estimates that there are some 1 million to 1.5 million Americans who have not yet been diagnosed with AIDS but are positive for HIV (Human Immunodeficiency Virus). Some of them may not discover they are infected for years. Others may find out tomorrow.

For those who have tested positive for the AIDS (HIV) virus—and for anyone concerned about the syndrome—CompuServe's Human Sexuality service (GO HSX) is a unique source of information and support.

"We combine intimacy and anonymity, so users can seek answers they cannot get elsewhere," says Howard Lewis, creator of the HSX service with his wife, Martha.

For some, the forum offers an incomparable source for emotional support. One beneficiary is Larry S., Living With Aids (LWA) Section leader, who discovered he was HIV positive in February 1988. He, like many others who have been diagnosed with AIDS, was stunned by the news.

"I'd never even thought much about AIDS before I tested positive. I had not been very active sexually during the time the doctors believe I had been exposed. I have never used drugs. I don't drink much. I wasn't wearing myself down physically. Nothing was showing up healthwise that was remotely suspicious."

Larry always thought his risks for getting infected were minuscule. "I'd hear about people dying of AIDS-related illnesses and I'd say, 'What does this have to do with me?' It just wasn't part of my existence ... I thought. When the results came back, my doctor was as shocked as I was. In fact, he said afterward that he didn't even know why he asked me to take the test.

"You can't imagine the hell that I went through the first three months. I'd wake up in the morning and put a pillow over my head so that no one would hear me screaming. I don't know how I lived through it. It was like monsters from hell were trying to catch me. But little by little, it started to die off, and then one morning in about July of that year, I woke up and said, 'By God, I'm going to live. I don't know what's coming, but while I'm here I'm going to be alive.' "

For months Larry struggled with the reality and the need to tell people face-to-face that he was HIV positive. When he logged on to the Human Sexuality Open Forum, he discovered that others were dealing with the same struggle, asking the same questions. Sharing with others in an anonymous setting made it easier for him to open up and come to terms with his fears.

"Finding out that I wasn't going to drop dead after all, was a real eye opener—because only a few years ago a positive HIV test was virtually a death sentence. Most people didn't live 18 months after they were told they were positive. Initially they didn't have any of the drugs they do now. It must have been really horrible those first few years. You were told you had this infection and nobody really knew anything about it. You were dead. So learning things through CompuServe really helped me."

Sometimes when he's been incapacitated,

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▼
Confronting the Reality
▼
HSX AIDS Info, page 41

Online AIDS Information

The Human Sexuality Information Service offers more than 2,000 Q&As, manuals and feature articles accessible via Option 1, "Update," and Option 2, "Departments," on the top menu. All items on a specific topic can be accessed through Keyword Search. In addition, questions can be directed to an HSX panel of Consulting Editors via Option 7, "Hotline."

HSX also offers 30 support and discussion groups in the HSX Open Forum (GO HSX 100) and the HSX Adult Forum (GO HSX 200). "Among the support groups we're proudest of is the Open Forum's Section 13, "Living With AIDS," says Martha Lewis. GO AIDS for the full scope of online medical and health information related to AIDS. A variety of resources will be revealed, including:

- **Human Sexuality (GO HSX).** HSX contains scores of articles on AIDS. All can be immediately accessed through Keyword Search by typing the key word "AIDS." Most are on topics that answer questions frequently posed by CompuServe members over the HSX Hotline (GO HSXTOP, Option 7).
- **Information USA (GO USA).** The AIDS section of this database is a clearinghouse for reports, pamphlets and videotapes available from the National Institute of Allergy and Infectious Diseases (NIAID), the National Institute of Health (NIH), the Surgeon General, the Centers for Disease Control (CDC) and the National AIDS Information Clearinghouse. You can find out what each organization does, if it is involved with AIDS research and who to contact. An AIDS hotline and a sexually transmitted disease hotline, offering information and referrals for treatment, are listed.
- **Health Database Plus (GO HDB).** This resource provides more than 60,000 full-text articles and article summaries on health topics from consumer and professional publications. Once in the database, elect to search by KEYWORD and enter AIDS at the search prompt and receive more than 4,700 articles on the topic.
- **PaperChase (GO PCH).** This is the National Library of Medicine database of references to biomedical literature, provided by Beth Israel Hospital in Boston. PaperChase contains more than 24,000 references to AIDS articles, many with abstracts. More than 100 new references are added each week.
- **CCML AIDS Articles (GO AIDSNEWS).** This database includes full-text AIDS-related articles from leading medical reference books, textbooks and general medical journals.
- **NORD Services/Rare Disease Database (GO NORD).** Provided by the National Organization for Rare Disorders (NORD), AIDS Update, Option 5 on the NORD Services main menu, is comprised of recent articles on medical research, treatments and living with AIDS.

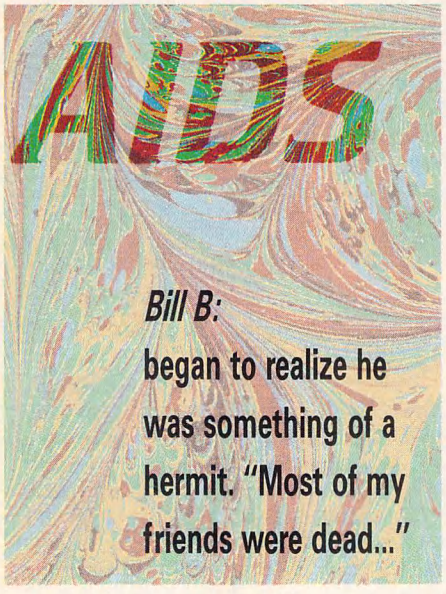
the computer has been Larry's only way to talk to people. "You can talk to as many people as you want, and they're always available. You can talk about the sadness, you can share a lot of the frustration of living with a time bomb. It has made the loneliness, the isolation, a little less."

Through the LWA Section Larry connects with an electronic community of caring people and a wealth of information from newsletters and medical reports that he'd otherwise be unaware of. And it helps him live with the inevitable uncertainties of his condition.

"Sometimes I really don't know what to do. I still get angry. And that's where CompuServe helps. With LWA, talking to people about what's happening to you helps remove a lot of the pain and fear of what may be coming down the road. Just the act of talking relieves the pressure ... sort of like talking about something to death. You take a wonderful experience, you talk about it enough and it loses its life. That's part of the benefit of being able to talk about what's bothering you—you can talk it to death."

The Human Sexuality Service helped Larry accept the reality of his mortality. "I've been able to let loose the horror of 'Oh, my God, I'm gonna die!' Of course, you are. It's no big deal. You just hope that whenever it is, it isn't too painful."

When other forum members announce that they've just found out they're HIV positive, Larry says he can feel their pain. "What's amazing, though, is that in spite of the fear and pain, I've yet to meet someone who would be willing to give up the experiences they've had with other people, the loving support and compassion they've received, the spiritual growing they've done as a result of their HIV status. That's a powerful comment on the human spirit."



Roy R., also an LWA Section leader, is 52, and father of "four great kids, all of whom know I'm gay and HIV positive." He was not openly gay when he first joined the Gay Alliance section of the HSX Open Forum in late 1988. It was over a period of several months, and with online support, that Roy "came out" to his children, family and friends.

On Feb. 12, 1990, when Roy returned to Minneapolis from a business trip and found out that he had tested HIV positive, he logged on to share his news with his forum "family." What followed was an outpouring of encouragement from forum members not atypical of forum exchanges. (See file HIVLOV.THD in the LWA Library.)

"Oddly enough, my first contact with CompuServe was for a short time in the late 1970s. Years later, I tried it again. At the time, I was a corporate vice president for a company headquartered in a small Minnesota town, and it was extremely conservative. There was little outlet to talk about my sexual orientation. But I came across a thread on the CB Forum that introduced me to the Gay Alliance Section of the Human Sexuality Open Forum. It was there that I learned what it was truly like being gay."

Roy moved to Minneapolis, but continued his involvement with Gay Alliance and that eventually led to his involvement with LWA. Aside from the emotional support he's received online, Roy was also able to find out about the National Institute of Health's experimental drug programs. He's since completed several treatment programs.

"What's great about LWA is that we deal with anything from factual information to the emotional issues, questions about dating, being tested ... everything is fair game. And it's for the most part very upbeat. It's amazing how much we're willing to disclose about ourselves to complete strangers through this

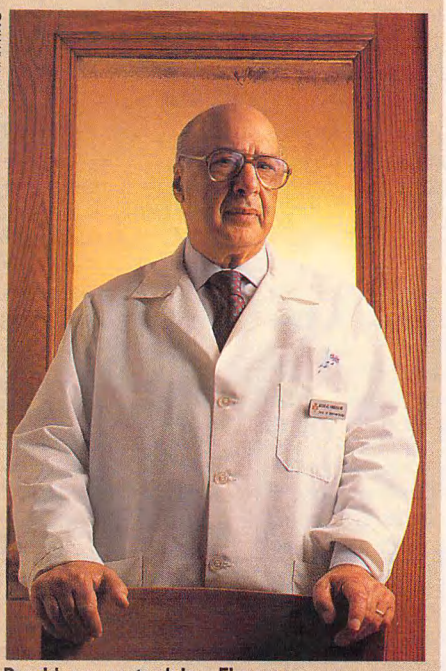
HSX's Experts Explain

The respect for anonymity in the Human Sexuality Forums (GO HSX) makes them a comfortable place to explore sensitive issues. "There are a lot of resources out there with good information on AIDS—hotlines, libraries, support groups—but most people are either afraid to ask or don't know where to look," says Dr. Fred Westendarp, a consultant for HSX. "There's a whole spectrum of discomfort about the issue. That's why CompuServe is easier. You don't have to worry about face-to-face interaction. It can be completely anonymous."

Dr. Westendarp is one of more than 40 professional consultants who answer questions in HSX. He is a specialist in emergency medicine, a member of the American College of Emergency Physicians and an expert on the health problems of gays. He also is a certified Gestalt therapist and has a master's in counseling, which makes him particularly qualified to address the psychosocial as well as medical concerns of AIDS.

Another physician who contributes his expertise to HSX is Dr. Nicholas Fiumara, who has been treating AIDS patients since 1981. Fiumara is a world-renowned venereologist on the faculty of the medical schools of Harvard, Tufts and Boston Universities. For 43 years, he has been the director of the Division of Communicable and Venereal Diseases of the state health department in Massachusetts, retiring in 1984. He is author of many books and more than 200 medical journal articles.

CHRISTOPHER HARTING



Provides expert advice: Fiumara

Contrary to the notion that AIDS is a "gay disease," Fiumara has seen a marked decline in the number of cases of AIDS in gay patients. "The biggest risk group is now among IV drug users," says Fiumara, who attributes the decline in AIDS cases in homosexuals to the concerted public education efforts on the part of the gay community. "Education has been effective in reducing not only AIDS, but other venereal diseases in the gay community—and services like CompuServe can only provide more improvement."

medium ... and how healthy that is. Secrets are the bane of our existence."

Roy discovered there is nothing that cannot be shared online. For those topics that society says should be kept secret can be discussed. "It's powerful and healing. AIDS can then become a postscript to our conversations, a facet rather than a focus of life. It's part of who I am, not what I am."

Roy compares being HIV positive to having tuberculosis years ago. "You were a pariah. It was a dirty disease. People shunned you and discriminated against you. I think a section like LWA is vital to any minority or outcast group that suffers discrimination. I think no matter who you are, there's an enormous need in the human psyche to affiliate. And LWA can provide that for people—a much healthier sense of self."

*****

Another LWA Section member, Bill B., suffered the loss of a lover, Jay, to disseminated histoplasmosis, an AIDS-related illness, in September 1989. Bill, 34, was recently confirmed to be HIV positive. He is still asymptomatic, but is under a doctor's care and taking the antiviral AZT, the only federally approved drug treatment currently available. He works for a major bank in downtown Houston.

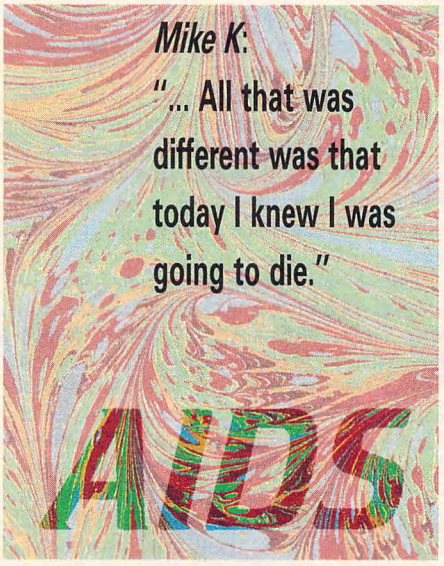
"Jay and I had met before the virus was identified and before it was even common knowledge that AIDS was caused by a virus or bacteria. However, for the first years, almost all our friends were HIV positive or PLWAs (Person Living With Aids). Many died. Despite frequent hospitalization, a very low energy level, and a slow loss of mental capacity (the histoplasmosis infected his brain), Jay kept working until the last few months before his death. I served as his primary care-giver at home."

Financially, they did very well, which is unusual. They were both earning salaries and since Jay worked at a medical center, between his discounts there and his health insurance, they paid little for Jay's care.

"After Jay became ill, I had to keep up a strong front to provide him with the emotional stability he needed. After his condition worsened, I was simply too busy even to think about it. From the time of his death to New Year's, I was an emotional zombie. I have very little recollection of the period. But it leads to my experience with HSX and LWA."

Bill joined CompuServe on a lark after receiving a sign-on package with a new modem at work. He became active on the Genealogy Forum and used the service primarily as an escape. "Outside of work, I was pretty much tied to home because of Jay's illness. CompuServe provided a means of getting 'out of the house' for awhile."

Early in 1990, Bill began to realize he had become something of a hermit. "Most of my friends were dead and I had not made any attempts to start meeting new people. It was then that I started lurking full-time on the Gay Alliance Section of HSX. While I did find the conversations interesting, I wasn't ready to become active."



But in February, reading Roy R.'s long message regarding his recent HIV test was sufficient to knock Bill off his lurker's perch. "My first message on HSX was a response to Roy's. From there I began to make several good friends on HSX. The people there were kind enough to let me vent a lot of what had been building up. In May when we dedicated Jay's headstone, several members from HSX made donations to various AIDS organizations. By then I was signing on every day.

"LWA has been a boon to me and a lot of other people. It provides a place where we can simply let our hair down as HIV-positive people in a supportive atmosphere. Whether we are sick or simply feeling down, others jump in with words of comfort or advice. HIV can really sap your energy level.

"That the section is called Living With AIDS is no accident. The key to the section is that there is life after HIV. In addition to sharing information we learn for the medical aspects, we actively work to help each other get over the bumps and get on with productive lives. We may not be as emotionally stable as people generally; but after all, not only is Damocles' sword hanging over our heads, we can *see* the darn thing."

****

Mike K., 39, learned he was HIV positive on June 28, 1990, at 1:35 p.m. He suffered the rehearsed concern of a well-meaning stranger at the free clinic and, armed with pamphlets, he went home and back to work (he was telecommuting at the time). "I now know the meaning of the expression 'in shock' but I can't adequately describe it. Every now and then I'd stop working and go into the bathroom and look in the mirror and think that all that was different was that today I knew I was going to die. Then I'd go back to work.

"The phone rang later that afternoon. It was Stan, a friend who knew that today was 'Results Day.' When I told him I was positive he said, 'Oh, I'm so sorry,' in the tone of voice you use when you hear someone has died. I realized I had made a mistake when I told many of my friends I'd been tested. I wasn't ready for their sympathy, or worse, their pity. So, I swore Stan to secrecy, put on my best 'happy face' and met friends for dinner. I told them I had decided to not divulge my test results. I laughed, ate with gusto, drank with relish. Since I was in such high spirits, they assumed that I was negative. I let them think so.

"For the next three months, I worked, I cried and I drank. Usually these were separate activities but on more than one occasion, I combined all three." Gradually, though, Mike was able to pull himself together. "Time went on and I adjusted to the news, and one day I looked in the mirror and said, 'OK, so you're gonna die ... someday ... everybody does ... but *not yet*'."

It was a while before Mike could even talk about being HIV positive but, ultimately, he realized he needed friends and, for the most part, they were there for him. "Friends who held my hand when I needed to cry. Friends who hugged me when I needed a hug. Friends who listened to me blather both online and in person. Friends who allowed me to wallow in self-pity for a while. And friends who let me know in no uncertain terms that it was time to stop wallowing. Most important, friends who didn't treat me differently.

PERSONAL BUSINESS

"Getting tested is traumatic. Learning you're positive can be devastating. But, I'd do it again. I no longer hide from the fear of AIDS. I confront it."

Mike is more of a "hanger-on" in LWA than a mainstay. Lately he's been doing much more reading than writing. But he intends to hang around for the long haul. "If I get sick, I will need LWA to get through. Hands can be held and hugs can be given via modem.

"I truly believe that the people who should at the very least occasionally read LWA are the people who think they have no reason to. HIV and AIDS aren't going away. AIDS is not a 'gay disease.' Eventually, everyone's lives will be touched by AIDS. Someday they'll want to know what to say and do when someone they know announces they're HIV positive. They can get that advice in LWA."

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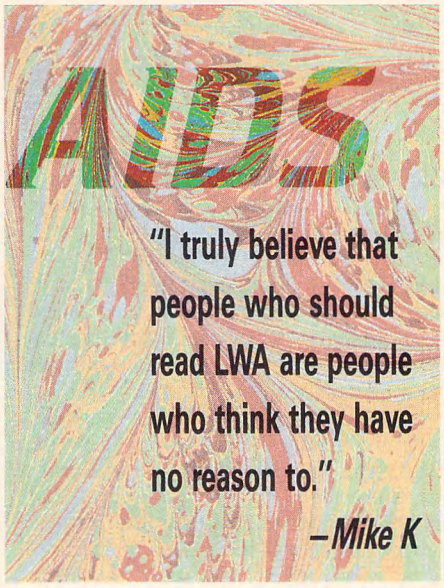

LWA is more than just a meeting place for those who are HIV positive. It is a resource for friends, family and medical professionals who are connected with PLWAs. Marilyn K., an active CompuServe user for the last seven years, is a nurse who works closely with AIDS patients in a chemical dependency ward.

"I first heard about AIDS in 1980 when we admitted an IV drug user who was soon intubated and placed on a respirator because of his severe pneumonia. He wasn't placed in isolation until three months later, and he

HSX AIDS Resources

Whether you're just looking to see what's available or you have a specific problem or question you'd like to talk about, here's how to access what's available online.

GO HSX100 to access the Human Sexuality Open Forum. Living with AIDS is Section 13. Files available in the LWA Library include:

- **FRIEND.TXT** contains helpful suggestions for those with friends who are diagnosed with an AIDS-related illness.
- **IMMUNE.SYS** is a lay person's guide to the immune system as it relates to AIDS and the HIV infection.
- **MOREON.HIV** is a 1989 message thread where members discuss whether and why they should or shouldn't take the HIV test.
- **BETA.TXT** is a glossary of terms, and a listing of experimental AIDS treatments and publications.
- **WHN101.TXT** (also 102, 103, 104, 201) contains the full text from *Washington HIV News*, a newsletter that provides the latest news on AIDS research and ongoing experimental treatments.

GO HSX 200 to access the HSX Adult Forum, which has "closed" groups that deal with high-sensitivity topics. Access to this forum requires a commitment to the Closed-Section Agreement, which can be read in file CLOSED.TXT in Library 16, "HSX Help files."

GO HSXCONSULT to access background information on the more than 40 specialists from a wide range of medical, psychological and technical areas who are available online to answer your questions. Many are leaders in their respective fields.

GO HSXQA to access the heart of HSX where thousands of questions and answers, special features, interviews with experts and discussion transcripts can be found, all immediately accessible by topic through Keyword Search. You can pose queries to any number of specialists, from venereologists, psychologists, to sex therapists. Questions vary from "Is shingles a sign of AIDS?" to "How do I talk to my date about past sexual encounters?" AIDS-related issues are discussed in the Sexually Transmitted Diseases Section.

died soon after. During those three months, I was assigned to care for him almost every evening I worked."

It was in a *Newsweek* article that Marilyn first learned that this was supposedly a "gay disease." "That only confused me more, since I had seen it only with IV drug users. At that time, 'poppers' were suspected as somehow being connected with this disease."

Over the years, Marilyn has watched friends and acquaintances become very ill and die. Almost all had been former IV drug users. Since she didn't fit into any of the early criteria, she was not too concerned for her own safety until she found out in 1985 that her most recent love affair had been with a former IV drug user.

"I lived in fear of having contracted HIV from about 1981 to 1987. Now I realize that everyone needs to have a healthy awareness of this disease and must protect themselves. We must ensure that everyone becomes educated that this disease is now in all strata of society and heterosexuals are not immune."

Marilyn finds LWA most valuable in being able to "listen in" on forum members who are are struggling with AIDS and communicating their hopes and experiences to each other. "In other places, I can obtain the statistics and the results of the approved research drugs. But on LWA, I can learn how a PLWA feels about living day to day, the pluses and minuses of living with pets, the side effects of the approved drugs or news of the not yet CDC approved drugs.

"LWA provides me with information not readily available elsewhere that can be passed on to our patients and to newly diagnosed HIV positives. And perhaps even more important, we gain ideas on how to improve the quality of life."

Jenifer Rueff is a free-lance writer based in Chicago.

Some Facts About AIDS

- Acquired Immune Deficiency Syndrome (AIDS) is not, in itself, a disease but a syndrome. People die not of AIDS but from an AIDS-related illness or complication. It is diagnosed by the existence of one or more of some two dozen conditions, along with the presence of Human Immunodeficiency Virus (HIV).
- HIV positives are those who test positive for the presence of antibodies to the HIV virus. They may be symptomatic or asymptomatic, depending on the stage of the infection. The mean time from infection to a manifestation of symptoms of infection can be up to seven to 10 years.
- PLWA is a common reference to a "Person Living With AIDS." It is now the acceptable way to refer to someone who has been diagnosed with the syndrome.
- AZT is currently the only federally approved drug treatment. It is not a cure, it is therapy to inhibit replication of the HIV virus.
- T-cell count is commonly used to monitor the progress of an HIV infection. The lower the T-cell count, the greater the risk that organisms can cause disease without being seriously challenged. Normal range for the average adult is 1,000 to 1,400. AIDS is generally diagnosed when the T-cell count is at or below 200 (numbers vary per individual).

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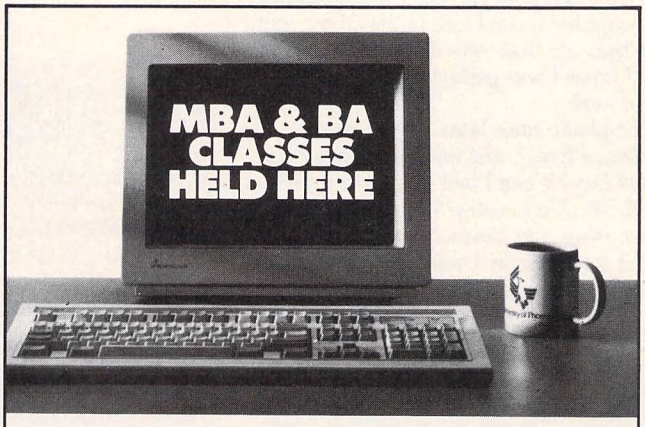

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Following are summaries of reviews available for reading this month in *Online Today*. To read the complete reviews, use the GO OLT command listed at the end of each synopsis.

For additional *CompuServe Magazine/ Online Today* reviews published during the past two years and illustrations of reviewed products, refer to the key word searchable buyer's guides in Libraries 5 and 6 of the OLT Forum (GO OLTFORUM). Use Section 5 of the forum message board for discussion and questions of the reviews and related products.

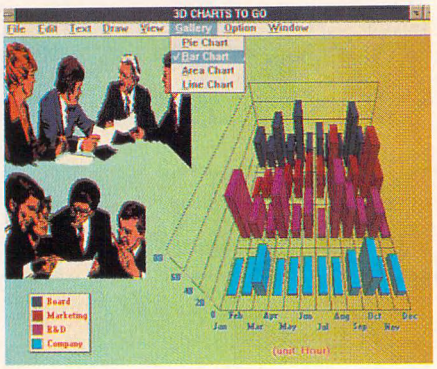
Software

Create Your Own Windows Programs

Two new programming tools from Borland International contain everything necessary for programmers who want to write Windows applications. Borland C++ is a professional-quality compiler for both the C++ and C languages that can create DOS and Windows applications. Turbo Pascal for Windows contains Object Vision, which greatly simplifies the complexities of writing Windows programs. Reviewer Hardin Brothers found both of these packages valuable and worthwhile alternatives to other Windows development packages. He found a few problems with them, but generally thought each was an excellent package. *GO OLT-3755* (For more Borland information, GO BPROGB.)

Desktop Publishing for the Mac

Ventura Publisher 3.0 (Ventura Software Inc.) for the Macintosh is a full-featured desktop publishing and page-layout program. It features a text editor, spelling checker, table generator, graphics drawing tools and text-import facilities for many Mac and IBM word processors. Reviewer Anthony Watkins found the program difficult to learn but useful for long documents and for experienced desktop publishing users. He complained that the thorough documentation got in the way of learning many of the program's most powerful features. *GO OLT-3735* (For more Ventura information, GO VENTURA.)



Charts for Windows

3-D Charts To Go (Bloc Publishing) is a presentation graphics and charting program for the Microsoft Windows environment. The program creates pie, bar, area and line charts in two-dimensional and three-dimensional formats. Reviewer William J. Lynott reports that the program combines ease of use and a low price. Some of its advanced features, he says, rival those found in expensive packages, making this program an ideal choice for those who need a charting program only occasionally. *GO OLT-3745*

Let Menus Run Your Computer

Automenu 4.7 (Magee Enterprises Inc.) is a package for creating and running menus instead of facing the DOS command line. The program lets users create customized menus in beginner, intermediate or advanced mode, and menus can run either from a memory-resident interpreter or as temporary batch files. Reviewer Christy Brothers says the documentation is confusing, but that the program is easy to use and helps organize large hard drives with many applications. *GO OLT-3765* (For more Magee information, GO PEVENA.)

Professional Animation from Grasp

Grasp (Paul Mace Software) is a professional-quality program for IBM computers that creates computer animation, multimedia presentation and interactive demos. The program includes support for super VGA graphics up to 1,280 by 1,024 and sound. Reviewer Franklyn Jones says the program is aimed at developers who have some programming experience and that the documentation is uneven. However, he says, for those who need the best animation package available, Grasp is an excellent choice. *GO OLT-3775*

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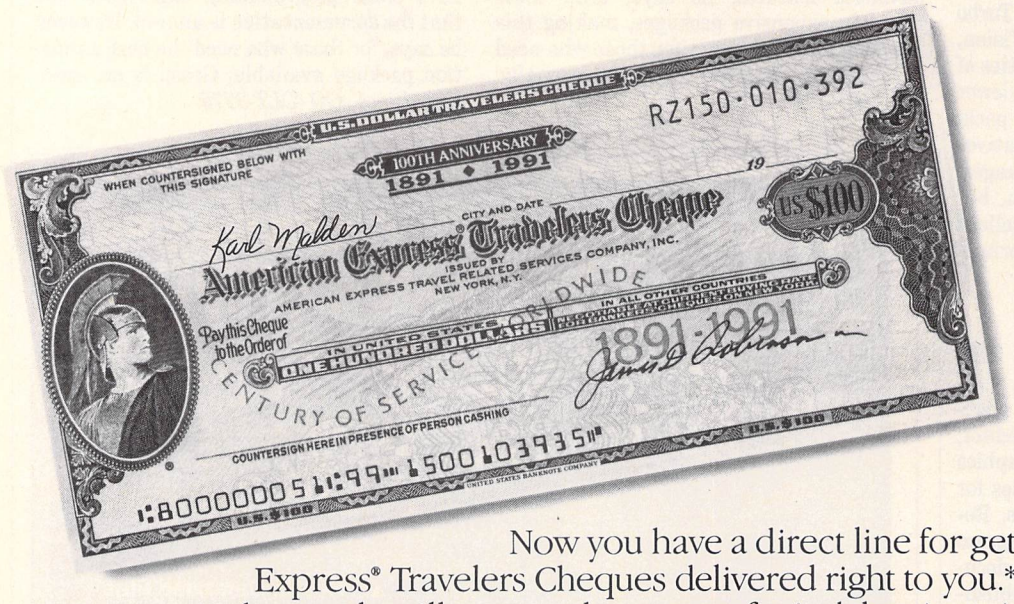

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Lose Weight with Your Macintosh

MacDine II (Dine Systems Inc.) helps users track their diet, nutrition and health. The program matches daily food intake of each user against a personal profile. It then generates a complete profile of how well the diet matches nutritional needs, including fat, protein, carbohydrates, and most vitamins and minerals. According to reviewer Franklyn Jones, the program's extensive database of 6,000 foods and its ease of use make the program particularly valuable, both for couch potatoes and for those who work out daily. *GO OLT-3825*

Create Your Own HyperCard Stacks

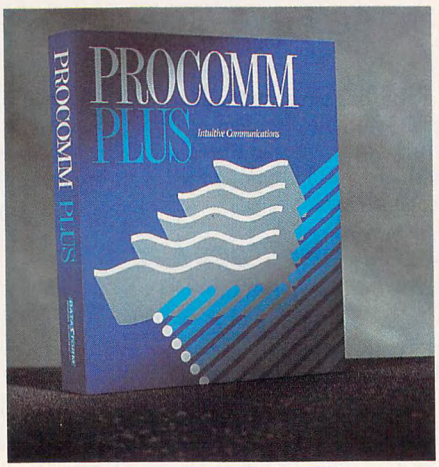
The HyperCard 2.0 Development Kit (Claris Corp.) has both the tools and the documentation that Macintosh users need to create their own HyperCard stacks. The package has more sample stacks, help files and documentation than are included in the HyperCard 2.0 bundle. Reviewer Anthony Watkins says even non-programmers can use this package to create their own stacks by cutting and pasting from the sample stacks. He says the clarity of the documentation and wide range of samples makes this a best buy for almost all Macintosh users. *GO OLT-3795* (For more HyperCard information, GO MACAVEN.)

Easy Financial Planning

Up Your Cash Flow 3.0 (Granville Publications) is a sophisticated business program that is shipped without a user's manual. Reviewer William J. Lynott says one of the program's virtues is that it is both remarkably easy to use and remarkably useful. He says all of the reports that Up Your Cash Flow creates could also be produced by any competent accountant or by writing complex templates with a spreadsheet package. But, he says, this program pays for itself by producing the same reports quickly and easily. *GO OLT-3805*

Xtree Adds to Popular DOS Shell

XtreeGold version 2.0 (Xtree Co.) adds to the popular Xtree and XtreeGold DOS shells for IBM computers. The program helps users manage files and directory trees and adds to the power of many DOS commands. The newest version adds pull-down menus, a file undelete command and improved file viewers. Reviewer Harry Green says the improvements have made an excellent package even better, and that the new features are welcome additions to a program that he has used faithfully for several years. *GO OLT-3815*



Improved Communications Program

ProComm Plus 2.0 (Datastorm Technologies Inc.) is an improved communications program for IBM computers. It features emulation of 29 display terminals, a wide variety of file-transfer protocols, and fully automated dialing and log-on. Reviewer James Moran says ProComm's new user interface and enhanced script language should make this program a success, but that it has a few bugs that have yet to be worked out. Overall, he rates the program a success and says that it builds upon the strengths of previous versions. *GO OLT-3785* (For more Datastorm information, GO DATASTORM.)

Talk to Me

Monologue (First Byte) is a memory-resident program that lets you mark a block of text on the screen and then reads that text through your computer's speaker. It can be used for proofreading text files and numbers in a spreadsheet or database. It also can work with external sound boards and speakers. Reviewer Christy Brothers found the program generally disappointing. She reports that it locked up her computer several times and that the speech it produced was often unintelligible if she wasn't watching the screen while Monologue was reading. *GO OLT-3835*

Speeding Up Your Hard Disk

PC-Kwik PowerPak (MultiSoft Corp.) contains a variety of utilities that speed up IBM computers. The star of the package is a hard disk cache program that can use both extended and expanded memory and can share that memory with other applications. Reviewer Harry Green reports that the utilities are powerful and useful. But, he says, they have so many options and parameters that novice users may find the package too intimidating and give up on it. *GO OLT-3845* (For more MultiSoft information, GO PCVENA.)

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Following are summaries of book reviews available for reading this month in *Online Today*. To read the complete reviews, use the GO OLT command listed at the end of each synopsis.

Dvorak's Guide to DOS & PC Performance

By John C. Dvorak and Nick Anis
Osborne/McGraw-Hill, 1990
950 pages, $49.95 (softcover)

Although it is a bit pricey, reviewer James Moran says that if only one of the 70 or so programs included on the two disks accompanying the book proves useful, you're getting a good deal. The text itself explores a number of topics that will make this a valuable addition to any computer user's library. *GO OLT-5700*

The Big Mac Book (Second Edition)

By Neil J. Salkind
Que Corp., 1991
1,020 pages, $29.95 (softcover)

If you're looking for one book to help assure that your Macintosh experience is a painless one, this is the one to buy, asserts reviewer Sharon Kahn. Especially useful to beginners, the text is simplistic but the directions are clear and to the point. *GO OLT-5710*

Computer Power for Your Small Business

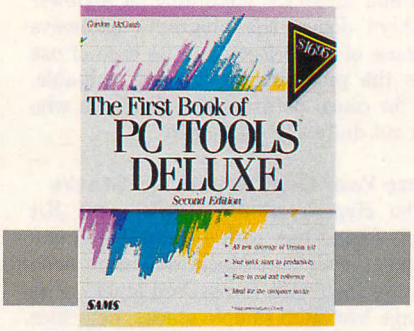
By Nick Sullivan
AMACOM Books, 1990
274 pages, $22.95 (softcover)

Written for the small-business owner who knows little or nothing about computers, this book offers a painless introduction to the high-tech world. Reviewer William J. Lynott says this book won't make you an expert, but it will begin your computer education in an enticing way. *GO OLT-5720*

Yes You Can: A Helpbook for the Physically Disabled

By Helynn Hoffa and Gary Morgan
Pharos Books, 1990
310 pages, $12.95 (softcover)

Calling this a life-affirming, information-packed reference guide for the disabled, reviewer Paul A. Gilster praises the book for its clarity, precision and hope. All types of technological devices that can assist the disabled—from computers to voice synthesizers—are discussed. *GO OLT-5730*



The First Book of PC Tools Deluxe (Second Edition)

By Gordon McComb
Howard W. Sams & Co., 1990
310 pages, $16.95 (softcover)

Designed for computer novices, this text is an excellent introduction to one of the great PC productivity tools. Reviewer Robert Sanchez praises it as an excellent companion to PC Tools Deluxe. *GO OLT-5740*

Using Quattro Pro 2

By Stephen Cobb
Borland-Osborne/McGraw-Hill, 1990
915 pages, $24.95 (softcover)

This complete and comprehensive text examines in detail each Quattro 2 command and feature. Reviewer Brian D. Monahan praises the clear and concise writing style that makes the book easy to follow. *GO OLT-5750*

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Order teaching supplies at Boyd's. GO BO

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Laptops Infinity
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Squishy Wishy Zoo.
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Join The CD Club online and recieve a $5 "thank you" usage credit. New members get eight CDs for the price of one. Select from hundreds of titles, including classical, country, old & easy listening, hard rock and soft rock . Complete details online. GO CD

McGraw-Hill Bookstore
Make an online purchase and qualify for a $5 usage credit. Offered online are books about computers, communications and networking, electronics and electrical engineering, and professional and reference guides. Request a **free** print catalog, too. GO MH

Museum of Fine Arts, Boston
Receive a $5 usage credit with any purchase of $50 or more. The Museum's online catalog features an array of jewelry, books, notecards, children's items and gifts. Request a **free** print catalog or join the Museum online. GO FA

Northwest Naturally
Get a taste of the great Northwest and a $5 usage credit. Purchase any smoked seafood, orchard, or berry taste treat to qualify. Request a **free** print catalog, too. Hurry, the first 150 only! GO NW

Tall Tails.
Shop online for pet supplies and receive a CompuServe usage credit. Details online. GO TT

Alamo Rent-A-Car.
Visit Alamo Rent-A-Car online and see how you can earn a $5 CompuServe usage credit. GO AL

CDA Computer Sales
Qualify for up to $50 in usage credits with any purchase. Featured online are complete Apple and Mac systems as well as printers, modems, memory cards and more. Request a **free** print catalog, too. GO CDA

A. Flower Stop
Earn a $5 usage credit with any purchase. Select from long-distance roses, orchids, FTD arrangements, gourmet cheesecakes and other gifts. Hurry, the first 150 only! GO FS

B. Coffee Anyone???
America's first online coffee shop features an array of gourmet coffees and teas, including sampler packs, flavored brews and decafs. Accessories and gifts, too. Make any purchase of $35 and receive a $5 usage credit. GO COF

C. Contact Lens Supply
Order a pair of replacement lenses and receive a $5 usage credit. Every major brand is available at up to 65 percent off. Complete details on how to register your prescription online. GO CL

D. Penny*Wise Office Products
Earn a $5 usage credit with any purchase of $50 or more. Order in bulk everything from paper, pads and rolls to envelopes and mailers. Filing supplies, diskettes, ribbons, cassettes are all offered. Request a **free** catalog and a **free** diskette, too. GO PW

E. Sierra Online
Receive a $5 usage credit with any purchase. Order the latest Sierra software, hintbooks, apparel and other merchandise. Request a **free** catalog, too. GO SI

F. Software Discounters International
Stop by SDI for your chance to win up to $105 in usage credits. Every week 50 lucky shoppers will be randomly awarded $5 usage credits. At the end of the month, 10 shoppers—five weekly winners and five non-winners—will be issued $100 credits! Any purchase qualifies you. Make multiple purchases for multiple chances to win. Complete details online. SDI features discounted software and accessories for the Commodore, Atari ST, IBM, Apple, Macintosh and Amiga. GO SDI

WaldenCOMPUTERbooks
Receive a $5 usage credit with any purchase. Shop online for the best in computer books. Featured are more than 1,000 titles, ranging from books for beginners to advanced applications. Join the electronic mailing list for notification of new releases and special offers, too. GO WB

A

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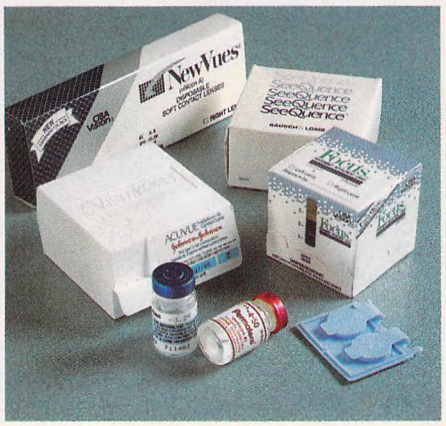

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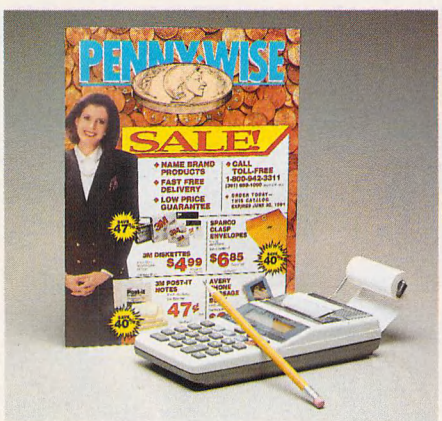

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A

A. Narada: A Quality Musical Alternative.

Narada Productions, one of contemporary music's most distinctive record labels, is now online. Recognized as one of the premier sources of new instrumental music, the Narada artist roster features such popular performers as pianist David Lanz, multi-instrumentalist David Arkenstone, pianist Michael Jones and more than two dozen other talented musicians. Narada's music ranges from the innovative to the evocative, from the progressive to the pastoral—finely crafted music that exudes both contemporary flair and an uplifting, timeless character.

Visit Narada's new Mall store and discover a world of quality music. The label's complete catalog of recordings is showcased online. All releases are available in CD (**$12.98**) and cassette (**$9.98**) formats, and shoppers may preview any Narada recording by calling the 24-hour Narada Music Line. Also featured online are monthly specials, descriptions of new releases, up-to-the-minute concert information and monthly personality profiles of Narada artists.

In celebration of their grand opening, Narada is making a special offer: by one CD or two cassettes and receive a Narada Sampler cassette **free**. You can receive up to three free cassettes with this limited-time offer. Especially recommended to acquaint you with the quality and diversity of the Narada label, select *Narada Collection 3*, a far-ranging, 75-minute showcase for the music of 16 Narada artists.

For the finest in contemporary instrumental music, GO NP

B

B. Home Tech Depot, Your One-Stop Personal Computer Super Store

Really four stores in one, Home Tech Depot brings you hardware, software, accessories and supplies, all at unbeatable prices. You'll find everything from cables to copiers, fax machines to floppy drives, monitors to modems, PCs to printers. Also available are glare guards, diskette holders, laser printer fonts, surge protectors and other supplies.

Home Tech Depot believes the only way to build a successful business is one customer at a time. Committed to providing service and products that are second to none, they want to be your one-stop personal computer superstore. If you don't find what you need, don't panic. Leave a message in their "Talk to Us" section and Home Tech Depot will get back to you the next day or sooner!

"This Week's Specials" is an ever-changing collection of products at incredible sale prices. Currently among the featured products is the portable Cannon BJ-10E printer. You get laser-like quality printing from a printer weighing only 4.6 pounds for around $300! Also highly recommended is Leading Technology's 9000LT Laptop personal computer. With 1 MG RAM, 40 MG hard drive and a 1.44 MG floppy drive, this little laptop costs less than $1,700.

Join Home Tech Depot's Frequent Buyer's Club. You earn five Depot Dollars for every $100 of products purchased. Use your Depot Dollars for your next Home Tech Depot purchase. To save time and money on personal computer products, GO DEPOT.

A. Language/30, Based on the US Military "Speed-Up" Method
Includes two audiocassettes and a convenient phrase dictionary, all in a compact 6-inch by 7-inch waterproof vinyl case. Our ten most popular languages are: Arabic, French, German, Greek, Italian, Japanese, Polish, Russian, Spanish and English for Spanish Speakers.

From Barnes & Noble. GO BN

$14.95 each

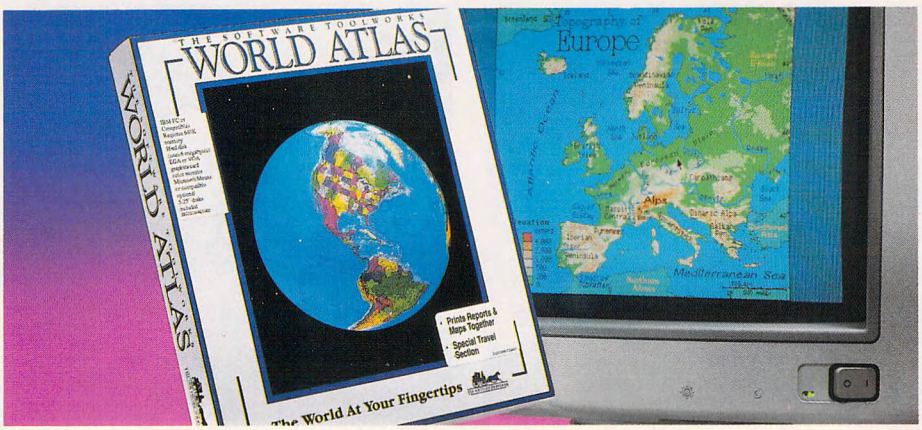
A

B. *World Atlas* by Software Toolworks
Combines maps with an almanac and demographic data. Contains more than 240 fully detailed EGA/VGA color maps, including thematic, reference and regional relief styles.

From MicroWarehouse. GO MCW

List price: $59.95

$39



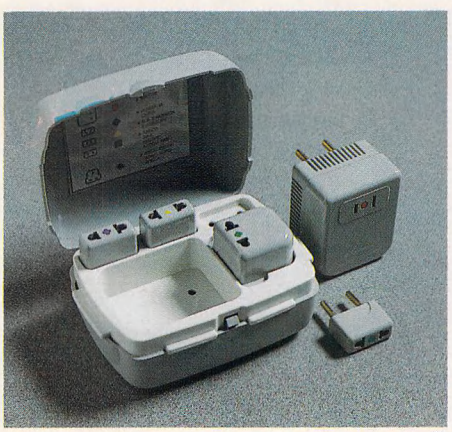
B

C. 1600W Converter/Adapter Kit for Foreign Travel
1600-watt converter adjusts foreign current to accept most US travel appliances. Four color-coded adaptor plugs help you fit in anywhere. 4 inches by 2⅞ inches by 5⁹⁄₁₆ inches.

From Sharon Luggage and Gift. GO SL

Sale price

$28.50



C

D. Sharp Camcorder
Full-size VHS camcorder. Features include high-speed shutter, 8-1 power zoom, index searching, fade control, self-timer, flying erase head, audio dubbing and cat's eye 1 lux. Free soft case while supplies last.

From Discount Shopping. GO DSI

List price: $1,099

$609

D

E. The Rival Mega Graphics 19-inch Monochrome Display with Card
Outranks other dual page displays costing much more. Darkened glass screen enhances contrast to display a clear, flicker-free image, Tilt/swivel base. Available for all current Macintosh models. Features a 1024 by 826 resolution and 75 MHz refresh rate. Auto switches from 110 to 220 volts.

From CDA Computer Sales. GO CDA

Sale price

$1,169

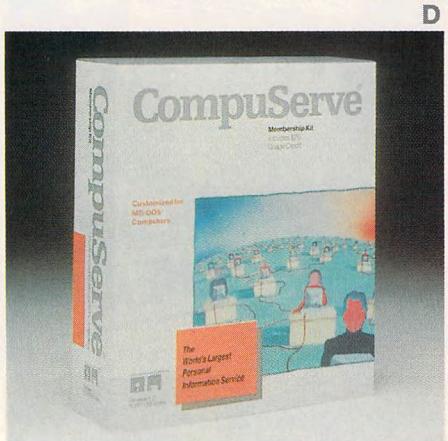
E

F. CIM—DOS and Mac
CompuServe Information Manager software saves time and gives you more value for the time you spend online. Includes a $25 CompuServe connect-time credit.

From The CompuServe Store. GO ORDER

$39.95, CompuServe non-members. CompuServe members:

$25



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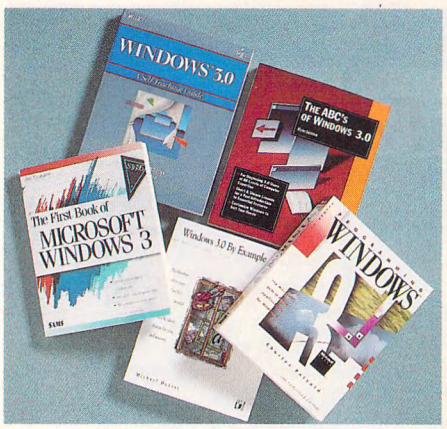

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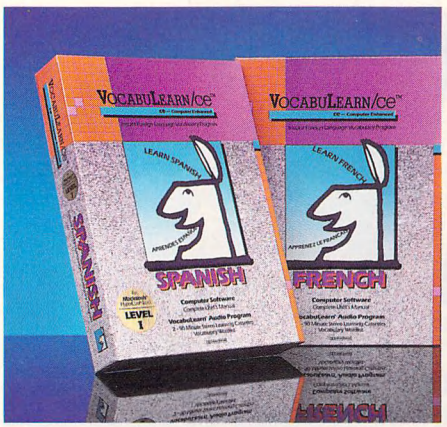

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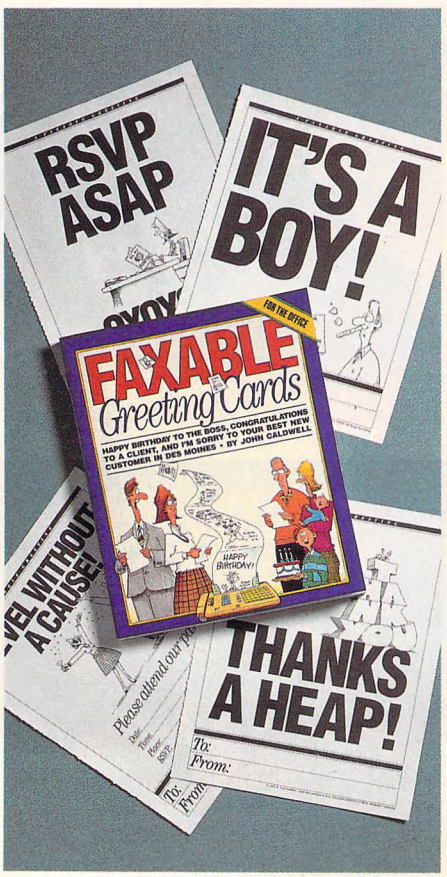

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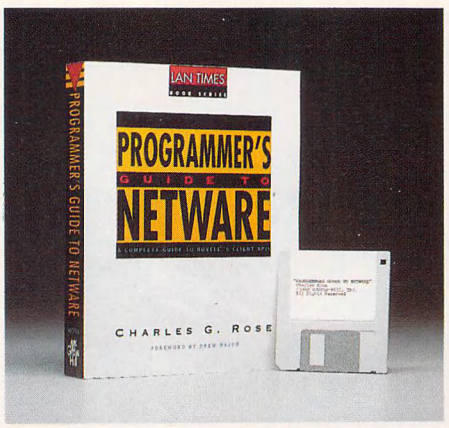

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G

A. Books on *Windows 3.0*
Books on *Windows 3.0* , from beginner to advanced: *The First Book of Microsoft Windows 3* from Sams (**$16.95**), *The ABC's of Windows 3.0* from Sybex (**$19.95**), *Windows 3.0: A Self-Teaching Guide* from Wiley (**$19.95**), *Windows 3.0 by Example* from M&T (**$26.95**) and *Programming Windows* from Microsoft Press (**$29.95**).

From WaldenCOMPUTERbooks. GO WB

B. Promate Telephone Call Screener
Connect Promate between your telephone jack and telephone for automatic call-screening. A four-digit security code that you set allows only calls from those who correctly enter your code to get through to your telephone or answering machine.

From Heath Company. GO HTH
$49.95

C. *VocabuLearn/ce 2.0* by Penton Overseas
This interactive HyperCard stack uses audio cassettes to help you learn pronunciation along with vocabulary. Includes two 90-minute audio cassettes, HyperCard 2.0, plus a convenient word list. Available in Spanish, French, German, Italian, Hebrew, Russian and Japanese.

From MacWarehouse. GO MW
List price: $59.95 each
Sale price: $35 each

D. Grundig Compact World Band Clock/Radio
Listen to foreign broadcasts at home, or keep yourself updated with news from home while traveling overseas with this compact short-wave clock radio. Comes with a telescopic antenna, built-in two-inch speaker and stereo headphones for private listening.

From Hammacher Schlemmer. GO HS
$99.95

Type 99 after any merchant's GO command and zip to a list of their pictured products.

E. Faxable Greeting Cards
A collection of 101 faxes, written and illustrated by John Caldwell. Each reusable card has ample room for personal embellishment. Published by Workman.

From The Court Pharmacy. GO RX
$9.95

F. *Programmer's Guide to Netware*
By Charles Rose. For LAN supervisors and programmers, this is the single most useful tool available for getting the job done. Includes a 5¼ inch data disk. 1,000 pages.

From McGraw-Hill Books. GO MH
$49.95

G. Sharp Personal Stereo
Personal AM/FM stereo auto-reverse cassette player. Features Dolby B NR, 3-band graphic equalizer, power-on LED indicator and lightweight dynamic stereo headphones. Item no. JC528BK.

From Shoppers Advantage Club. GO SAC
List price: $99.95
SAC Member's low price: $39

A. The 1992 Mercury Grand Marquis
Visit the Lincoln-Mercury Electronic Showroom to get a preliminary description and pricing options and to order a **free** brochure. Then visit your local dealer to see firsthand an automobile that's as grand as all America—the new Mercury Grand Marquis. The new 1992 model has a sleek new shape and added emphasis on safety, with standard driver's-side air bag and four-wheel disc brakes. You can read about many of the new features and handling improvements online The full-size Mercury Grand Marquis sedan is made for the open road and for people who want to spend their driving time behind the wheel of a great automobile.

From Mercury Electronic Showroom.
GO MERCURY

A

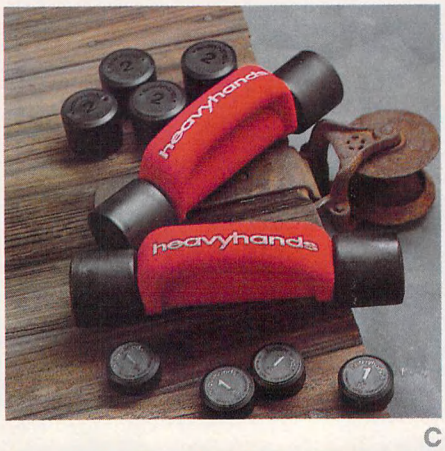
B. The Sherpa Pet Carrier
Transport your cat or small dog in style and comfort with this first-class carrier. Made from durable, padded nylon with mesh panels for assured ventilation and visibility. Measures 17.5 inches by 9.5 inches with reinforced bottom and handles. Comes complete with adjustable shoulder strap and a roomy zippered pocket for vet papers and personal items. Holds dogs or cats up to 20 pounds.

From PetWorks. GO PT
$59.99

B

C. Heavyhands Weights
Add Heavyhands to your current exercise program to increase your aerobic efficiency and burn more calories. The MultiPack comes with one pair of Heavyhands handles with 1-pound end caps, one set of 3-pound weights and instruction booklet. The soft foam-covered hand grips are cushioned for comfort with built-in tolerance for perspiration and daily usage.

From Push Pedal Pull Fitness. GO PPP
$39.95



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D. Heavy-Duty Luggage Cart by Remin
This rugged luggage cart helps to ease the load when traveling. Comes with a nylon carrying case so you can fold it up and carry it on the plane. Elastic bungee cords are permanently attached to the cart. 100-pound capacity.

From Sharon Luggage and Gift. GO SL
$53.50

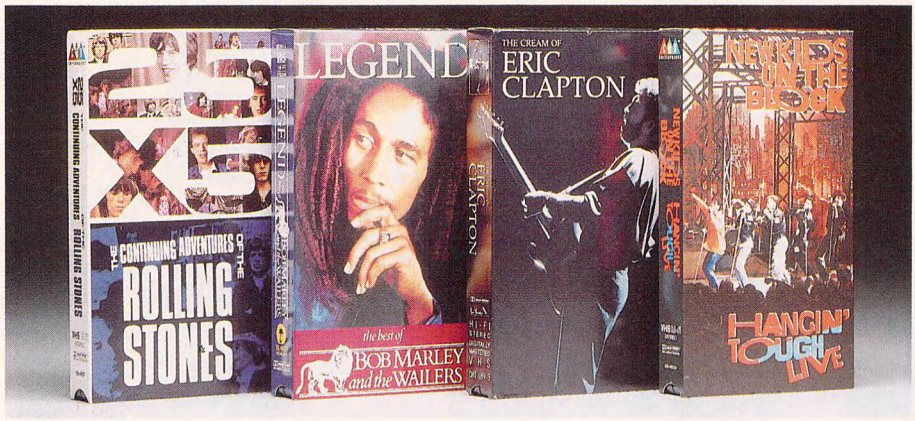
Type 99 after any merchant's GO command and zip to a list of their pictured products.

D

E. 1991 Nissan Stanza®
The 1991 Nissan Stanza® is a fresh, contemporary family sedan. Demonstrating Nissan's commitment to proven performance, it features a 138-horsepower, multi-point, fuel-injected, 12-valve engine that puts you in touch with more horsepower than any other standard 4-cylinder in its class. It also features sure-footed 4-wheel independent suspension and precise power rack-and-pinion steering. Complete details and specs online. Request a **free** color brochure, too.

From Nissan Motor Corporation in the USA.
GO NI

E



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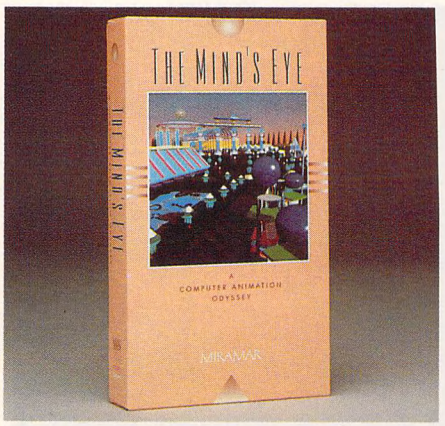

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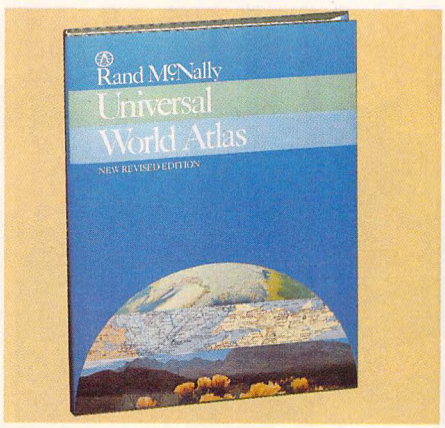

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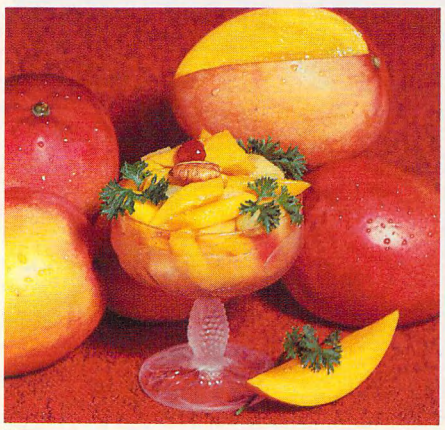

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A. Select From a Wide Array of Music Videos

Bob Marley—*Bob Marley Story* (**$18.98**), Eric Clapton—*Cream of Eric* (**$23.98**), New Kids on the Block—*Live* (**$18.98**) and the Rolling Stones—*25 x 5* (**$18.98**).

From Sounds and Video Online. GO SO

B. *The Mind's Eye: A Computer Animation Odyssey*

A spectacular odyssey on video featuring the work of more than 300 of the world's most talented computer animation artists choreographed with original music soundtrack. Begins at the dawn of creation and moves through the rise of man and technology.

From Yes! Books and Videos. GO YB
$29.95

C. The *Rand McNally Universal World Atlas*

This large, full-color atlas is exceptionally easy to use and to read in this 11-inch by 14½-inch format. Features 129 pages of maps including full-page maps for each US state. An index lists more than 75,000 place names, plus 31 pages of world geographical information.

From Barnes & Noble. GO BN
Publisher's price: $45.95
Sale price: $17.95

D. The Tropical Mango

Known as the "peach of the tropics," the mango has a sweet flavor combining the taste of pineapple and peach. One-fifth bushel (8-pound) pack priced at **$17.95 in July only**. Free home delivery.

From Florida Fruit Shippers. GO FFS

E. *You On Kazoo*

Learn to play the kazoo with this entertaining video. For kids ages two through eight. Free kazoo included. Extra kazoos $1 each.

From Create-a-Book. GO CK
$14.95

F. Sand Castle Molds

Turn a day at the beach into a medieval adventure. Build ancient forts with these four castle molds. A shovel, scoop and rake are also included.

From Museum of Fine Arts, Boston. GO FA
$18
Museum members' price: $16.20

Type 99 after any merchant's GO command and zip to a list of their pictured products.

G. Cascade Back Pack.

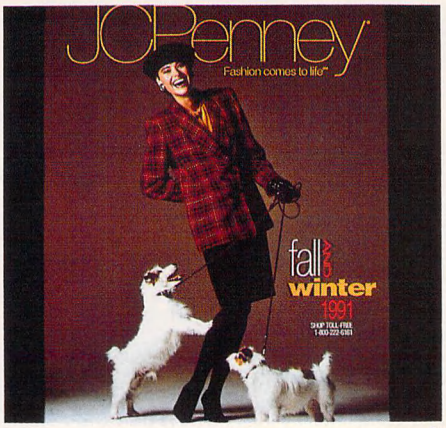
Stuffed with smoked salmon, pemmican, dried blueberries, geo-thermally dried apples, blueberry honey sticks, natural gourmet licorice and trail mix, for **$69.95**. Or try our Fanny Pack version for **$39.95**, or a Ditty Bag of blueberry honey sticks for **$22.95**.

From Northwest Naturally. GO NW

A. The JCPenney Fall & Winter Catalog.
Fall into fashion at JCPenney ... where fashion comes to life! The JCPenney Fall & Winter Catalog is available online now. The catalog boasts more than 1,000 pages of fashionable apparel, home furnishings, electronics and more. Order your copy today for $5 and receive a $5 merchandise certificate good toward your first purchase.

You can order everything from the catalog electronically. Place your order online and you will receive it within five to seven business days. For back-to-school or business apparel, gifts for friends or yourself, for baby's room or Mom's home office, the JCPenney Fall & Winter Catalog has it all.

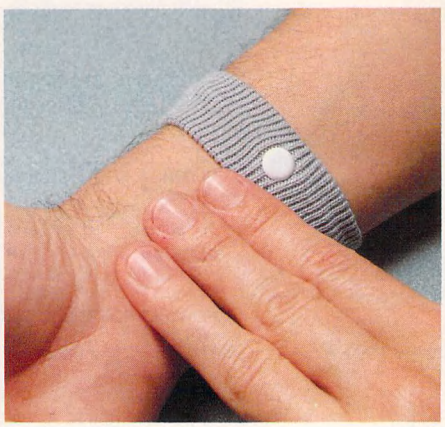
From JCPenney. GO JCP



A

B. TravelGarde™ Accupressure Wrist Band
Relieves the effects of rough seas, winding roads, bumpy air, chemotherapy and post-operative anesthesia. TravelGarde applies a gentle pressure to the Nei-Kuan accupressure point on the wrist.

From The Court Pharmacy. GO RX
$11.95 a pair.


B

Ultimate® Rechargeable Shaver
Beard Lifter™ feature stretches skin and lifts each whisker to provide a close shave. Charging stand keeps shaver continuously charged. Can be used with or without cord. Worldwide voltage. Includes travel case.

From Sears. GO SEARS
$54.95

C

C. Ladies Rechargeable Braun Shaver
Unique ultra-thin, platinum-coated foil provides a smoother, closer shave. Features include three-speed motor, cord or cordless operation, built-in recharger, one-hour quick charge and automatic worldwide voltage. Includes attractive carrying case. Men's rechargeable razors available, too.

From Sunglasses, Shavers and More! GO SN
List price: $68.95
Sale price: $41.10

D. Luxurious Pinpoint Cotton Oxford
Pinpoint cotton oxford is favored for its lustrous look and fine soft hand. It features a closely woven oxford weave, and is constructed of high-quality imported yarns. This button-down shirt is cut and sewn in our own US workrooms and comes in yarn-dyed solids of white, blue, pink, ecru or maize. Sizes 14½ to 17½, sleeves 32 to 36.

From Brooks Brothers. GO BR
$60

Type 99 after any merchant's GO command and zip to a list of their pictured products.

Men's Levi's Dockers Sweater
100 percent cotton cardigan sweater. Constructed with a relaxed fit for extra comfort. Natural with multi-color weave. S, M and L.

From Americana Clothing. GO AC
Regular price: $68
Sale price: $49.99

D

The Electronic Mall Directory is designed to assist you with information about each of our merchants. All entries contain three lines as follows:

Merchant Name [GO Command]
Description of products/services
Billing options Countries served

An example entry would look like this:

ABC NOVELTY STORE [ABC]
Books, knick-knacks, collectibles.
VI/MC/AM/CSH US/CD/JP/OT

You may visit the ABC NOVELTY STORE by using the quick reference word (GO ABC) at any CompuServe Information Service ! prompt.

Billing options codes indicate the methods of payment the merchant accepts as follows:

VI – VISA
MC – MasterCard
AM – American Express
DI – Diners Club
DIS – Discover Card
SC – Merchant's own store card
COD – COD
CSH – Cash, check, money order
DB – Direct bill
NA – No billing applies (Advertiser only)

Country codes indicate the countries the merchant is able to ship to as follows:

US – United States
CD – Canada
JP – Japan
OT – Other foreign countries

Catalog options for merchants offering catalogs are indicated by the following codes.

■ Offers free print catalog.
* Denotes electronic order form for use with print catalog.
● Credits cost of print catalog toward purchase.
† Denotes new merchant.

A

AIR FRANCE [AF] ■
Information on tours, sights and scenes.
VI/MC US/CD

ALAMO RENT A CAR [AL]
Information on rates, benefits, locations.
NA US/OT

AMERICANA CLOTHING [AC]
Levi jeans and casual wear, Docker slacks.
VI/MC/AM/CSH US/CD/JP/OT

APPAREL CONCEPTS FOR MEN [AP]
Distinctive fashions for men.
MC/VI US

AUTOMOBILE INFORMATION CENTER [AI]
Wholesale/retail prices from 1978.
VI/MC US/CD

AUTOQUOT-R [AQ]
Vehicle price quotation service.
VI/MC/AM US

B

BARNES & NOBLE [BN] ■
Discount books, videos, CDs and gifts.
VI/MC/AM/DI/CSH US/CD/JP/OT

BERKSHIRE RECORD OUTLET [RO]
An international array of classical music at a discount.
VI/MC US/CD/JP/OT

BOSTON COMPUTER EXCHANGE [BCE]
Largest worldwide computer brokerage.
VI/MC US/CD/JP/OT

BOYD'S OFFICE SUPPLIES [BO] ■ *
Supplies and teacher aids.
VI/MC US/CD

BRETON HARBOR BASKET CO. [BH]
Gift baskets, gourmet foods, bath and skin-care products.
VI/MC US/CD/JP/OT

BRODERBUND Software [BB]
Computer software/games.
VI/MC US

BROOKS BROTHERS [BR] ■ *
Fine men's and ladies' apparel and accessories
VI/MC/AM/DI/SC US/CD/JP/OT

BUICK MAGAZINE [BU] ■
Free car information software.
NA NA

C

CAMELOT LONDON COLLECTION LINGERIE [CLC]
Alluring lingerie, swimwear and dresses.
VI/MC/CSH US/CD

THE CD CLUB [CD] *
Compact disc ordering club.
DB US

CDA COMPUTER SALES [CDA] ■ *
Hardware, printers and accessories.
VI/MC/AM/DIS/CSH US/CD/JP/OT

CHECKFREE CORP. [CF]
Electronic banking and bill payment service.
VI/MC/AM US

CHEF'S CATALOG, THE [CC] ■ *
Gourmet cookware and kitchen accessories.
VI/MC/AM/DIS US

COFFEE ANYONE ???™ [COF]
Original computer coffeehouse, gifts.
VI/MC/AM US/CD/JP/OT

COMPUSERVE STORE [ORDER]
Merchandise, literature and software.

COMPUTER EXPRESS [CE] *
PC software, hardware, accessories.
VI/MC US/CD/JP/OT

***COMPUTER SHOPPER* [CS]**
Computer product bargains and information magazine.
VI/MC/DB US/CD

CONTACT LENS SUPPLY [CL]
Fast delivery of replacement lenses and more.
VI/MC/CSH US

COURT PHARMACY, THE [RX]
Full-service pharmacy and gift shop.
VI/MC/AM/DI/DIS/COD US/CD/JP/OT

CREATE-A-BOOK [CK]
Fun books that make your child a star.
VI/MC/AM US/CD/JP/OT

D

DATA BASED ADVISOR [DB]
Database assistance.
VI/MC US/CD/OT

DIRECT MICRO [DM] *
Discount computer disks and supplies.
VI/MC/COD US/CD

DISCOUNT MUSIC SUPPLY [DMS] ■ *
Guitar effects and accessories.
VI/MC/COD US/CD/JP/OT

DISCOUNT SHOPPING, INC. [DSI]
Electronics and appliances. Guaranteed price and service.
VI/MC US

DOW JONES & CO. [DJ]
Business and financial periodicals.
VI/MC/AM US/CD

DREYFUS CORP. [DR]
Mutual funds and investment information.
VI US

E

EXECUTIVE STAMPER [EX] ■ *
Rubber stamps, engraved gifts.
VI/MC/AM/DI/DIS US/CD/JP/OT

F

FLORIDA FRUIT SHIPPERS [FFS] ■
Premium fruit and gift shippers.
VI/MC/AM US/CD/JP/OT

FLOWER STOP [FS] ■
Flower and gift delivery service.
VI/MC/AM/DI/DIS US

FORD ELECTRONIC SHOWROOM [FORD] ■
Ford cars and trucks.
NA US/CD

FORD MOTOR CO. [FMC] ■
Software, videos, accessories
VI/MC US/CD

G

GIMMEE JIMMY'S COOKIES [GIM]
Gourmet cookies, custom orders.
VI/MC/AM/DIS US/CD/JP/OT

GODIVA CHOCOLATIER [GC] ■ *
Gourmet chocolate and gifts.
VI/MC/AM US

A GUIDE TO INCORPORATING [INC]
Nationwide incorporating service.
NA US

H

H&R BLOCK [HRB]
The income tax people.
NA US

HAMMACHER SCHLEMMER [HS] ■ *
Gifts, unique and unusual products.
VI/MC/AM/DI US/CD/JP/OT

HEATH COMPANY, THE [HTH] ■ *
Home security and automation.
VI/MC/AM/SC US/CD

HOME TECH DEPOT [HT] †
Computer hardware, software and accessories.
VI/MC/COD US

J

JCPENNEY [JCP] ● *
Apparel, furnishings, electronics.
VI/MC/AM/SC US

L

LAPTOPS INFINITY [LI] *
Laptop computers and accessories.
VI/MC/AM/CSH US/CD/JP/OT

LASER'S EDGE, THE [LE]
Your one-stop laser video store.
VI/MC/DIS US/CD/JP/OT

LINCOLN ELECTRONIC SHOWROOM [LM] ■ *
Continental, Town Car and Mark VII.
NA US/CD

M

MACFRIENDS [MF] ■ *
Macintosh hardware and products.
VI/MC/AM/DIS/COD US/CD/JP/OT

***MACUSER* [MC]**
Save 58 percent and receive free gift.
VI/MC/DB US/CD

MACWAREHOUSE [MW] ■ *
Macintosh hardware, software and equipment.
VI/MC/COD US/CD/JP/OT

MARYMAC INDUSTRIES [MM]
Official Radio Shack dealer.
VI/MC/AM/DIS/CSH US/CD/JP

MAX ULE DISCOUNT BROKERAGE [TKR]
Brokerage and financial information retrieval.
CSH US/JP/OT

MCGRAW-HILL BOOK CO. [MH] ■ *
Business, finance and computer books.
VI/MC US/CD/JP

MENTOR TECHNOLOGIES [MN]
Authorized CompuServe training.
VI/MC US

MERCURY ELECTRONIC SHOWROOM [LM] ■ *
Cougar, Sable, Tracer, etc....
NA US/CD

MICROWAREHOUSE [MCW] ■ *
Hardware, software and equipment for PCs.
VI/MC/COD US/CD/JP/OT

MILTROBE ELECTRONICS [MI] ● *
Consumer electronics, tools, gifts.
VI/MC/CSH US/CD

MONEY'S FINANCIAL MARKET [MFM]
Personal finance tools from *Money*.
VI/MC/AM US

MUSEUM OF FINE ARTS, BOSTON [FA] ■ *
Gifts and classic reproductions.
VI/MC/AM US/CD/JP/OT

MUSIC ALLEY ONLINE [MAO]
Mixers, synthesizers, keyboards, etc.
VI/MC/COD US/CD

N

NARADA [NP] †
Cassettes and compact discs.
VI/MC US

NEWSNET [NN]
Specialized business news database service.
NA US/CD

NISSAN MOTOR CORP. IN THE USA [NI] ■
Nissan cars, trucks, accessories.
VI/MC US

NORTHWEST NATURALLY [NW] ■ *
Gourmet foods and gifts.
VI/MC/AM US/CD

O

OFFICIAL AIRLINE GUIDES [OA] ■
Information on online services; air and hotel guides.
VI/MC US/CD

THE ORCHID SOURCE [OC]
Exotic flowering plants.
VI/MC US

P

PAUL FREDRICK SHIRTS CO. [PFS]
Classic shirts from the tailor to you.
VI/MC/AM/DI US

***PC/COMPUTING* [PCC]**
Save 58 percent and receive free gift.
VI/MC/DB US/CD

***PC MAGAZINE* [PM]**
Save 54 percent and receive free gift.
VI/MC/DB US/CD

***PC SOURCES* [PC]**
Save 45 percent and receive free gift.
VI/MC/DB US/CD

PENNY WISE OFFICE PRODUCTS [PW] ■ *
Full range of brand-name office products.
VI/MC/AM/COD/DB/CSH US

PEPPERIDGE FARM [PF] ■ *
Gourmet cookies, candies, gifts, etc.
VI/MC/AM/DI/DIS US

PETWORKS [PT]
Professional pet supplies.
VI/MC/AM/DIS/CSH US/CD/JP/OT

PRICE MOTOR CARS [PRC]
Auto accessories and gifts of distinction.
VI/MC/AM/DIS US/CD/JP

THE PROGRAMMER'S SHOP [PS] ● *
Software for applications, programming, communications and more.
VI/MC/AM US/CD/JP/OT

PUBLISHERS CLEARING HOUSE [PUB]
Magazine subscriptions at low prices.
VI/MC US

PUSH PEDAL PULL FITNESS [PPP] ■ *
Professional home exercise equipment.
VI/MC/AM/DIS US/CD/JP/OT

R

RENT MOTHER NATURE [RM] ■ *
Nature's gifts, leasing programs, etc.
VI/MC/AM US/OT

S

SAFEWARE COMPUTER INSURANCE [SAF] ■
High-tech equipment insurance.
VI/MC US/CD/JP/OT

SEARS [SEARS] ■ *●
Electronics, home-office supplies, Nintendo and videos.
DIS/SC/CSH US

SECURITY PACIFIC [SEC]
Online low-interest credit application.
NA US

SHARON LUGGAGE AND GIFTS [SL]
Luggage, travel accessories and gifts.
VI/MC/AM/CSH US/CD/JP/OT

SHOPPERS ADVANTAGE CLUB [SAC]
Discount shopping club.
VI/MC US

SIERRA ONLINE [SI]
Software games and more.
VI/MC/AM/DIS US/CD/JP/OT

SOFTWARE DISCOUNTERS INTERNATIONAL [SDI]
Software for a wide range of computers.
VI/MC US/CD/JP/OT

SOUNDS & VIDEO ONLINE [SO] ■ *
Music on CD and cassette.
VI/MC/AM/DIS US

SQUISHY WISHY ZOO [SW]
Lovable, huggable stuffed animals.
VI/MC US/CD/JP/OT

STATIONERY CENTER, THE [SC] ■ *
Office supplies, furniture, etc.
VI/MC/AM/DIS/COD US/CD/JP

SUNGLASSES, SHAVERS & MORE [SN]
Famous name sunglasses and shavers.
VI/MC US/CD/JP/OT

T

TALL TAILS [TT]
Supplies and gifts for your pet.
VI/MC/COD US/CD/JP/OT

TRW CREDENTIALS [CRE]
Know the details of your credit status.
VI/MC/AM US

TSR GAMES SHOPPE [TSR] ■ *
Adventure, fantasy games and accessories.
VI/MC US/CD/JP/OT

U

UNIVERSITY OF PHOENIX [UP]
Business degree program online.
NA NA

W

WALDEN COMPUTER BOOKS [WB]
Computer books and accessories.
VI/MC/AM US/CD/JP/OT

WALTER KNOLL FLORIST [WK]
Plants, flowers and gifts via FTD.
VI/MC/AM/DI/DIS/DB US/CD/JP/OT

WILLIAMS & EEDEN GARDEN CENTER [WE] ■ *
Flowers, plants and garden tools.
VI/MC US/CD

Y

YES! BOOKS AND VIDEOS [YB] ■ *
A unique collection of books and videos.
VI/MC/AM US/CD/JP/OT

Merchants by Department

APPAREL/ACCESSORIES
- **AC** Americana Clothing
- **AP** Apparel Concepts for Men
- **BR** Brooks Brothers ■ *
- **CLC** Camelot London Collection Lingerie
- **JCP** JCPenney ● *
- **PFS** Paul Fredrick Shirts Co.
- **SN** Sunglasses, Shavers & More

ARTS/MUSIC/VIDEO
- **BN** Barnes & Noble ■
- **RO** Berkshire Record Outlet
- **CD** CD Club *
- **DMS** Discount Music Supply ■ *
- **LE** The Laser's Edge
- **MAO** Music Alley Online
- **NP** Narada †
- **FA** Museum of Fine Arts, Boston ■ *
- **SEARS** Sears ■ *●
- **SO** Sounds & Video Online ■ *
- **YB** YES! Books and Videos ■ *

AUTO
- **AL** Alamo Rent A Car
- **AI** Automobile Information Center
- **AQ** Autoquot-R
- **BU** Buick Magazine ■
- **FORD** Ford Motor Co. ■
- **LM** Lincoln Mercury ■
- **NI** Nissan Motor Corp. in the USA ■
- **PRC** Price Motorcars

BOOKS/PERIODICALS
- **BN** Barnes & Noble ■
- **CS** *Computer Shopper*
- **CK** Create-A-Book
- **DB** Data Based Advisor
- **DJ** Dow Jones & Co.
- **MH** McGraw-Hill Book Co. ■ *
- **MC** *MacUser*
- **MFM** Money's Financial Market
- **PCC** *PC/Computing*
- **PM** *PC Magazine*
- **PC** *PC Sources*
- **PUB** Publishers Clearing House
- **SI** Sierra Online ■
- **WB** WaldenCOMPUTERbooks

BUSINESS/FINANCE
- **CF** CheckFree Corp.
- **DR** Dreyfus Corp.
- **DJ** Dow Jones & Co.
- **INC** A Guide to Incorporating
- **HRB** H&R Block
- **TKR** Max Ule Discount Brokerage
- **MFM** Money's Financial Market
- **NN** NewsNet
- **SEC** Security Pacific
- **CRE** TRW Credentials
- **UP** University of Phoenix

CLUBS/MEMBERSHIPS
- **CD** CD Club *
- **DSI** Discount Shopping, Inc.
- **SAC** Shoppers Advantage Club *
- **PT** Petworks

COMPUTING
- **BCE** Boston Computer Exchange
- **BB** Broderbund Software
- **CDA** CDA Computer Sales ■ *
- **ORD** CompuServe Store
- **CE** Computer Express *
- **CS** *Computer Shopper*
- **DB** Data Based Advisor
- **DM** Direct Micro *
- **HTH** The Heath Company ■ *
- **HT** Home Tech Depot †
- **LI** Laptops Infinity
- **MF** MacFriends ■ *
- **MC** *MacUser*
- **MW** MacWarehouse ■ *
- **MM** Marymac Industries
- **MCW** MicroWarehouse ■ *
- **PS** The Programmer's Shop
- **PCC** *PC/Computing*
- **PM** *PC Magazine*
- **PC** *PC Sources*
- **SAF** Safeware Computer Insurance ■
- **SI** Sierra Online ■
- **SDI** Software Discounters International
- **WB** WaldenCOMPUTERbooks ■ *

GIFTS/FLOWERS/GOURMET FOODS
- **BN** Barnes & Noble ■
- **BH** Breton Harbor Basket Co.
- **CC** The Chef's Catalog ■ *
- **CLC** Camelot London Collection Lingerie
- **COF** Coffee Anyone™ ???
- **CK** Create-A-Book
- **FFS** Florida Fruit Shippers ■
- **FS** Flower Stop ■
- **GIM** Gimmee Jimmy's Cookies
- **GC** Godiva Chocolatier ■ *
- **HS** Hammacher Schlemmer ■ *
- **FA** Museum of Fine Arts, Boston ■ *
- **NW** Northwest Naturally ■ *
- **OC** The Orchid Source
- **PF** Pepperidge Farm
- **RM** Rent Mother Nature ■ *
- **SL** Sharon Luggage and Gifts ■
- **SW** Squishy Wishy Zoo
- **WK** Walter Knoll Florist
- **WE** Williams & Eeden Garden Center ■ *

HEALTH/BEAUTY
- **BH** Breton Harbor Basket Co.
- **CL** Contact Lens Supply
- **RX** Court Pharmacy
- **PPP** Push Pedal Pull Fitness ■ *

HOBBIES/TOYS/PETS
- **PT** PetWorks †
- **SEARS** Sears ■ *●
- **SW** Squishy Wishy Zoo
- **TT** Tall Tails
- **TSR** TSR Games Shoppe ■ *
- **WE** Williams & Eeden Garden Center ■ *

INFORMATION/SERVICES
- **BCE** Boston Computer Exchange
- **ORD** CompuServe Store
- **MN** Mentor Technologies
- **SAF** Safeware Computer Insurance ■
- **SEC** Security Pacific
- **CRE** TRW Credentials
- **UP** University of Phoenix

MERCHANDISE/ELECTRONICS
- **BR** Brooks Brothers ■ *
- **CC** The Chef's Catalog ■ *
- **ORD** CompuServe Store
- **RX** Court Pharmacy
- **DSI** Discount Shopping, Inc.
- **HS** Hammacher Schlemmer ■ *
- **HTH** The Heath Company ■ *
- **JCP** JCPenney ● *
- **MI** Miltrobe Electronics ● *
- **SEARS** Sears ■ *●
- **SAC** Shoppers Advantage Club

OFFICE SUPPLIES
- **BO** Boyd's Office Supplies *●
- **DM** Direct Micro *
- **EX** Executive Stamper ■ *
- **HT** Home Tech Depot †
- **PW** Penny Wise Office Products
- **SEARS** Sears ■ *●
- **SC** The Stationery Center ■ *

SPORTS/LEISURE
- **HS** Hammacher Schlemmer ■ *
- **PPP** Push Pedal Pull Fitness ■ *

TRAVEL/VACATIONS
- **AF** Air France ■
- **OA** Official Airline Guides ■
- **SL** Sharon Luggage and Gifts ■
- **SN** Sunglasses, Shavers & More

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A. Recycled Laser Paper
New! Warehouse recycled copy paper contains 50 percent waste paper. Engineered to work with high-tech office equipment to produce consistent, high-quality results. Smooth uniform surface will deliver excellent imaging quality as well as dependable runnability and high-speed performance. Good for copy machines as well. One ream 8½ by 11 inches, 20-pound bond, **$3.60**. 3-hole version, **$3.80**.
From Boyd's Office Products and Supplies. GO BO

B. Black Matte Brass Card Case
Personally engraved with initials or name in the lower right corner. A personal note can be engraved on the inside cover, too. Holds a dozen business cards. Select from Century, Old English or Script. Up to two lines of engraving.
From Executive Stamper. GO EX
$12.95

Type 99 after any merchant's GO command and zip to a list of their pictured products.

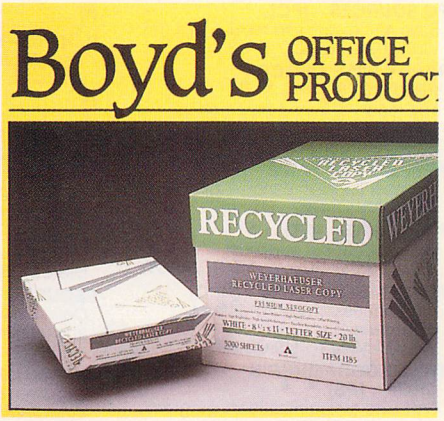
C. Private Reserve Gives You the World
Paris. Bermuda. Greece. Australia. The world is waiting. And with Private Reserve, an unsecured, no-fee credit line for up to $20,000, the world can be yours. Simply use your free checkbook to make all your vacation dreams come true. Apply online today.
From Security Pacific. GO SEC

GOINGS-ON AT THE ELECTRONIC MALL

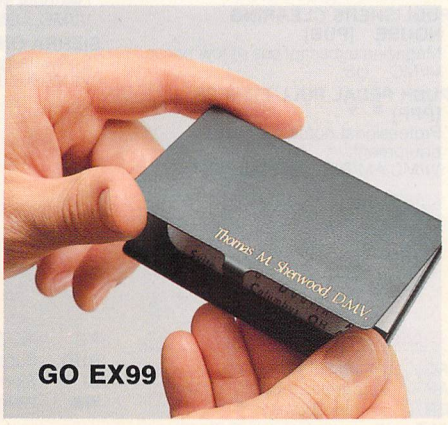
Shop The Mall Connect-Free Every Day
Standard CompuServe connect-time fees have been dropped at The Electronic Mall®. Now you can browse any of more than 100 stores, including Shoppers Advantage Club, at your leisure 365 days a year, without paying standard connect charges. (Applicable communications surcharges remain in effect.) To keep abreast of what's happening at The Mall, GO MALL and select "Mall News and Events." This weekly section, also connect-free, includes news on new Mall stores, seasonal sales, connect rebates, contests and other Mall events.

Win a CompuServe Wrist Watch
Shop the Mall during July and you could win one of 100 sporty, functional CompuServe wrist watches. As part of the Stop the Clock promotion, all who complete a short online shopping survey are eligible for the random drawing. Complete details online. GO MALL

Free T-shirt from Sierra
Introducing *The Heart of China* from Dynamix. A state-of-the-art adventure game introducing Jake Masters. Order online and receive a **free** *The Heart-of-China* T-shirt while supplies last.
From Sierra Online. GO SI
$59.95



A



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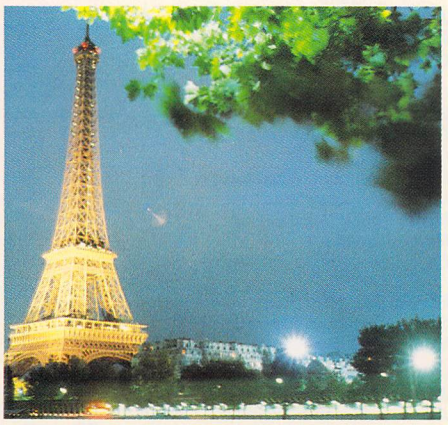
C

Win a CompuServe Wrist Watch.

GO 99 and Find It Fast!
Go online to order items pictured in *Go Mall* by typing 99 after any Mall Merchant's GO command. For example, select an item featured on the cover, type the merchant's GO command followed by 99 (i.e., GO HS99) and zip to a list of featured products.

The price is right ... most of the time.
All prices mentioned in *Go Mall* are the most accurate prices available at press time. However, occasionally a printed price will be out of date.

Go Mall, published monthly in *CompuServe Magazine*, is a shoppers guide for The Electronic Mall, a service of CompuServe Incorporated. For more information call 614/457-8600.

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Art Director: Thom Misiak.
Design: Dorothy Hogan.

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Guidelines to Requesting Information Through OLI

Online Inquiry

Online Inquiry is *CompuServe Magazine*'s electronic version of the traditional reader inquiry card. To request additional information about products or services described in *CompuServe Magazine*, simply access CompuServe and type GO OLI at any prompt.

CompuServe Page OLI-1
COMPUSERVE MAGAZINE ADVERTISERS
ONLINE INQUIRY (OLI)
1. OLI Instructions
2. CompuServe Magazine Display Ads
3. Print Edition Reviews
4. Shopper's Guide Mini-Ads

Display Ads

GO OLI-160. Inquiries to this section will be followed by a brief description of the *CompuServe Magazine* ad. To request additional printed information, simply enter your name and address at the prompts. OLI will add your User ID number and electronically forward your request to the appropriate advertiser(s). The names, addresses and User ID numbers will also be forwarded via US Mail at the end of each month.

CompuServe Page OLI-160
COMPUSERVE MAGAZINE
ADVERTISERS/OLI
1. July 1991 Advertisers
2. June 1991 Advertisers
3. May 1991 Advertisers

Shopper's Guide

GO OLI-70 to get information about *CompuServe Magazine*'s mini-ad program.

To request information from Shopper's Guide advertisers, follow the instructions outlined in each ad.

CompuServe Page OLI-70
SHOPPER'S GUIDE
1. About Shopper's Guide
2. Rates and Information

***Note:** Additional requests during the same session will not require you to re-enter your name and address.

GO CLASSIFIED
For Hundreds of Listings
CLASSIFIE
REAL ESTATE - AUTOMO
AVEL - EMPLOYMENT
ELECTR

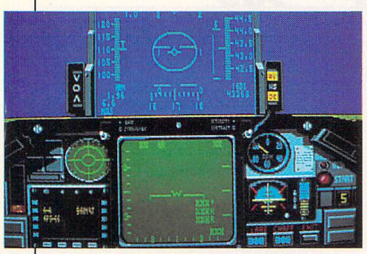
Advertiser's Directory

Autoquot-r	59	Practical Peripherals	37
Barnes & Noble	46	Publisher's Clearing House	46
Camelot Lingerie	59	Quick & Reilly	27
Computer Peripherals	29	Quick Results Video	1
Corporate Agents	59	Ribbons	59
GEO	9	Security Pacific	42
Information Access	43, 45	Shoppers Advantage	Cover 3
IQuest	35	Spear Financial	4
McGraw-Hill	45	Support Group, Inc.	37
Official Airline Guides	5	University of Phoenix	42
PaperChase	31	Waldenbooks	Cover 2

UPDATE

Goot Sex!

Advice from Ruth Westheimer, Ph.D., better known as Dr. Ruth, is now available in Section 2, "Departments: Q&As * Keyword Search," of the Human Sexuality Information and Advisory Service. Dr. Ruth joins Dr. Joyce Brothers and other noted consultants offering advice on a variety of topics. GO HSX



Next Best Thing to Being There

The Flight Simulation Forum enables you to climb into the cockpit of your own computerized aircraft and fly to any of the forum's favorite airports. Topics range from computerized aviation to scenery design. The forum covers a variety of flight simulation and air/space combat software, including programs by Microsoft, MicroProse, subLOGIC, Lucasfilm Games, Spectrum HoloByte, Sierra, Electronic Arts, Origin and BAO. GO FSFORUM

Download or display two full-text articles for the price of one in Magazine Database Plus or Business Database Plus. In July, the $1.50 transaction surcharge is waived when a second article is downloaded or displayed. Magazine Database Plus has the full text of more than 104,000 articles from 100 general-interest magazines. Business Database Plus contains more than 360,000 full-text articles from more than 450 of the leading trade and industry journals. All other charges remain in effect. GO MAGDB and GO BUSDB

The $5 scan charge is waived for the IQuest General Reference SmartSCAN during July. This SmartSCAN enables quick review of general-reference sources, such as *Books in Print*, *National Newspaper Index* and the *Library of Congress MARC Books File*. IQuest charges, including search charges resulting from the SmartSCAN, remain in effect. Complete pricing information is available online. GO IQUEST

Use CompuServe's current and end-of-day quote services at a reduced price. Check your investments or the market anytime for only 1.5 cents per quote. (Quotes previously were 7 cents during trading hours and 2 cents after the market close.) Take advantage of the new, affordable rates. GO QQUOTE

Eaasy Sabre enables users to customize travel requests while saving time and keystrokes. Members can store up to five Frequent Traveler numbers, car and hotel company membership and corporate ID numbers, and preferred departure and arrival cities and times. Also specify the type of currency when pricing an itinerary. GO SABRE

CompuServe has expanded online modem-to-modem gaming. The Modem-to-Modem Gaming Lobby (GO MTMLOBBY) enables players to connect their modem-capable games and play opponents at reduced CompuServe connect-time charges. The Modem Games Forum (GO MODEMGAMES) offers assistance in playing Modem-to-Modem games and tournament play. The new CompuServe Challenge Board (GO CHALLENGE) is an electronic directory of modem-game players. GO MTMGAMES

Discuss OS/2 in the IBM OS/2 Information Exchange Forum. The forum libraries contain packages to make OS/2 easier to use, easier to program and even more fun. (See Section 16, "Fun-n-Games.") GO IBMOS2

NEXT MONTH • The Mini is Back: The Promise of Laptops, Palmtops, etc. • 0 to 69 Million in Three Years: How Michael Dell's Brainchild Took Off • A Quick Look at Quick & Reilly: Originators of Online Marketeering • Cruising the Orinoco Flow: Jungle Fever Goes Overboard • I, CompuSpy: Amateur Space Sleuths Case the Cosmonauts

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